

KARTHIK MARUPAKA

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| OTTAWA, ON, CANADA |

Professional Summary

Professional Scrum Master (PSM-I), Product Owner (PSPO-I), and Certified SAFe 6 Scrum Master (SSM) with a proven track record of facilitating Agile processes and driving successful product delivery. Experienced in coaching cross-functional teams, optimizing productivity, and fostering collaboration to deliver business value. Adept at aligning stakeholders, managing risks, and ensuring continuous improvement to achieve strategic objectives. Skilled in scaling Agile practices for enterprise-level projects.

Key Skills

Sprint Planning & Execution | Backlog Prioritization | Release Management | Agile Transformation | Scrum & Kanban Methodologies | Iterative Development | Continuous Integration & Deployment | Compliance Documentation | Velocity & Cycle Time Optimization | Burndown & Burnup Charts | Team Leadership & Agile Coaching | Stakeholder Communication | Product Owner Collaboration | Cross-Functional Team Alignment | Conflict Resolution | Requirements Gathering | Client Relationship Management | Change Management | Project Documentation & Reporting | Strategic Planning | Workflow Optimization | Process Automation | Risk Identification & Mitigation | Data Analytics & Reporting | Performance Metrics & KPI Tracking | Predictive Analytics | Issue & Impediment Tracking | Root Cause Analysis | Continuous Improvement | Quality Assurance & Testing.

Certifications

- **Certified SAFe 6 Scrum Master | Scaled Agile, Inc. (Valid: Dec 2024 - Dec 2025)**
Credential ID: 20566451-7009
- **Professional Scrum Master I (PSM-I) | Scrum.org**
- **Professional Scrum Product Owner I (PSPO-I) | Scrum.org**
- **Microsoft Azure Fundamentals (AZ-900) | Microsoft**
- **Jira Fundamentals | Atlassian**

Professional Experience

Scrum Master / Team Manager

IKS, Hyderabad, India | Feb 2021 - Dec 2022

- Led a cross-functional team of 10 developers, achieving a 25% boost in productivity over six months through Agile coaching and conflict resolution.
- Facilitated all Agile ceremonies, including daily stand-ups, sprint planning, and retrospectives, ensuring smooth execution of sprints with a 95% completion rate.
- Collaborated with Product Owners to prioritize backlogs aligned with business goals, driving the successful delivery of user-centric features. Ensured stakeholder feedback is integrated into the development process.
- Facilitate sprint planning sessions, ensured that the development team meets the sprint goals.
- Generated comprehensive sprint metrics, burndown charts, and performance reports via Jira and Confluence, delivering data-driven insights on team velocity, cycle time, and efficiency improvements to leadership.
- Facilitated productive stakeholder interactions, enhancing cross-departmental communication to align sprint priorities with strategic objectives and optimize cross-functional collaboration.
- Maintained rigorous documentation standards, ensuring user stories, acceptance criteria, and audit logs were accurate and readily accessible to support both internal and external audits.
- Process Improvement I continuously improved the Agile process; identified and implemented best practices to enhance team performance.
- Compliance and Quality Assurance, I ensured that all development activities adhered to regulatory standards and quality assurance processes.
- Championed continuous improvement by identifying and implementing actionable insights from retrospectives.

Team Lead / Scrum Master

Sutherland Healthcare Services, Hyderabad, India | Mar 2016 - Feb 2021

- Consistently delivered working software at the end of each sprint, increasing sprint completion rates by 15%.
- Facilitated retrospectives and team workshops to address roadblocks and improve Agile practices.
- Partnered with stakeholders to ensure clarity in requirements, contributing to project objectives being met on time.
- Increased team morale and performance, providing servant leadership and coaching to the team to encourage the adoption of agile mindset, principles, core values, and best practices that shaped our dynamics.
- Introduced and implemented Agile best practices, including iterative development, continuous integration, and retrospective feedback, to optimize workflows and enhance quality.
- Successfully managed sprint planning and execution by effectively allocating resources, improving team velocity, and prioritizing tasks to meet project objectives.
- Coordinated effectively with development, QA, and product teams to streamline workflows, resolve bottlenecks, and maintain alignment with project goals, leveraging Agile tools like Jira and Confluence.
- Conducted comprehensive risk assessments during sprint cycles, identifying dependencies, improving forecasting accuracy, and mitigating roadblocks to ensure timely project delivery.
- Facilitated clear and consistent communication with stakeholders, providing updates on project timelines, sprint outcomes, and milestones, ensuring alignment with expectations.
- Supported the Product Owner by finding effective product backlog management techniques to monitor the progress of our objectives and to keep a well-defined, prioritized backlog.
- Identified and mitigated risks to ensure timely project delivery.
- Maintained and prioritized product backlog in collaboration with stakeholders.

Azure Administrator

e4e Healthcare Business Services | Aug 2014 - Jan 2016

- Managed Microsoft Azure cloud infrastructure, ensuring 99.9% uptime for enterprise applications.
- Automated routine tasks with PowerShell and Azure CLI, reducing manual effort by 30%.
- Migrated on-premises workloads to Azure, achieving seamless transitions with minimal disruptions.

Technical Skills

| Agile Management Tools | SDLC Methodologies | Agile PM | Scrum | Waterfall | JIRA | Confluence | Miro | Story Mapping | Capacity Planning | Skill Assessment | Agile Maturity Assessment | PAQ (Project Approach Questionnaire) | Dependency Mapper | Confluence | ServiceNow | Microsoft Office Suite (Excel, PowerPoint, Word) | SAS | Salesforce Marketing Cloud (SFMC) | STLC | Data Visualization Tools (Tableau, Power BI) | CRM Systems | SQL | BI Tools

Medical Coding Roles

United Health Group (Medical Coding Analyst) | Jul 2013 – Aug 2014

Dell International Services (Senior Medical Records Coder) | Aug 2012 – Jul 2013

Education

Graduate Certificate in Project Management | Algoma University | Aug 2024 M.Sc.

Biotechnology | Bharathidasan University | May 2012