**Nissi P. James  
nissi.neerudu@gmail.com | 801-865-1976 | Columbus, OH**

**Scrum Master / Software Engineer**

Enthusiastic Scrum Master, passionate about supporting teams and delivering results. Combines personal communications skills with software development know-how to ensure effective collaboration using efficient Agile processes. Committed to continuous improvement. Knowledgeable in front-end and back-end development software engineering, including product life cycles. Offers the energy and skills to be a team performer, driving meaningful business impact.

**Tech Skills**

• Agile Development and Best Practices • Agile Frameworks – Scrum, Kanban, XP • HTML5 • CSS3 • GIT • React Redux • MongoDB • EXPRESS • NODEJS • AJAX   
• REST • POSTMAN • JavaScript • XML• JSON

**Tech Certifications**

• SCRUMstudy Agile Master Certified • Scrum Master Certified • DevOps Leader • DevOps Continuous testing • ITIL Foundation Certificate in IT Service Management • CompTIA ITF+

**Work History**

**Educational Services Center - Columbus, OH  
*Long Term Instructional Assistant*** 01/2018 – 05/2019

* Effectively communicate with parents and the staff for the student's success. Fostering collaboration and ensuring transparent communication aligns with the commitment to promoting a culture of continuous improvement and efficiency as a Scrum Master.
* Coach and mentor, a classroom of students to improve their performance and create enthusiasm for learning
* Understood and empathized with students facing challenges in the classroom using one-on-one instruction.
* Contributed to creating a positive change in students' outlook on life by removing the impediments to their learning using examples and creative learning tools.

**Dillard's - Maumee, OH  
*Customer Service Representative*** 12/2015 – 07/2017

* Successful in driving improved customer goodwill and loyalty by rendering customer-centric service.
* Proactively engaging with 25-30 customers daily to offer a custom shopping experience.
* Effectively resolved consumer disputes and raised customer satisfaction levels.
* Having strong communication skills and experience in engaging with a diverse customer base.

**Education**

**Software Engineering Certification***Per Scholas - Columbus* Graduating 01/2024

**Master of Science: Science**

*Science College - Nanded, India*

**Volunteering**

**Children’s Ministry Columbus - Columbus, OH**   
*Tech Facilitator* 01/2018 – Present

**OneChurch - Gahanna, OH**  
*Coach for the National Bible Quiz Team* 10/2017 – 03/2023