

WORK EXPERIENCE

TNQ Tech Pvt Ltd, Chennai, Tamil Nadu

End-to-end publishing services, from approved manuscripts to print and online deliverables with 3500 employees

Agile Coach

08/03/2020 – 29/10/2024

Also served as Business Analyst / Product Owner / Project Manager, with parallel Agile Coaching responsibilities for 5 teams (20+ members)

Key Responsibilities:

- Mentored cross-functional Agile teams in Scrum and Kanban practices, customizing coaching to team maturity and business context.
- Designed and implemented a Cultural Backlog framework, fostering team autonomy, trust, and self-organization through behavior-driven coaching pillars such as Servant Leadership, T-Shaped Growth, and Psychological Safety.
- Created a comprehensive Process Backlog to track and instill Agile operational excellence across delivery and leadership layers—emphasizing Definition of Done, transparency, WIP limits, and team-level KPIs.
- Coached Scrum Masters and Product Owners to “step back” and empower teams—resulting in increased accountability, reduced micromanagement, and streamlined decision-making.
- Facilitated Agile ceremonies, team assessments, and retrospectives, driving continuous improvement and stakeholder engagement.
- Guided early Agile adoption through training, introspective checklists, and backlog audits—laying the foundation for long-term agility and product thinking.
- Promoted foundational knowledge of SAFe Agile through structured self-study and strategic alignment of cultural and process goals to PI Planning, ART cadence, and value stream constructs.

Key Achievements:

- Embedded Agile mindset across 5 delivery teams, increasing cultural and process maturity scores (as defined in custom backlog checklists) by over 40% in 6 months.
- Deployed 20+ coaching interventions mapped through Cultural and Process Backlogs—ranging from DoD refinement and team chartering to psychological safety audits and retrospective effectiveness reviews.
- Reduced cross-team blockers by 60% through a balance of servant leadership enablement, shared ownership principles, and visual coaching aids.
- Elevated team morale and reduced burnout, facilitating outcome-driven planning with built-in “focus velocity” and priority WIP metrics.
- Trained Product Owners and SMs using backlog-based behavior tracking, ensuring sustainable agility rather than checklist-driven process adoption.

Senior Software Test Engineer

02/08/2014 – 31/07/2020

- Developing test plans, test cases, and test scenarios based on project requirements and specifications.
- Performing manual testing of software applications to identify defects, bugs, and issues, and ensuring that the software meets quality standards.
- Creating and maintaining detailed documentation of test cases, test results, and defects found during testing.
- Collaborating with the automation team to identify opportunities for test automation and contributing to the creation of automated test scripts.
- Contributing to the overall testing strategy and approach for the software development project, including regression testing, integration testing, and user acceptance testing.
- Reporting and tracking defects using defect tracking tools, and working with development teams to ensure timely resolution of issues.
- Providing guidance and mentoring to junior test engineers, and potentially leading testing efforts on specific projects.

PREVIOUS EXPERIENCE

AIT Resource India Private Ltd, Anna Salai, Chennai, Tamil Nadu

Global providers of IT Staffing Services and Solutions provider to Fortune 100 enterprises

Software Test Engineer

03/01/2013 – 31/07/2014

- Prepare Test Cases based on Business Requirements and Technical Specifications
- Prepare Test data and Test execution including GUI Interface Testing, Unit, Module and System Testing for Quality of the software
- Regularly communicate with the Team Leader to improve the testing quality of the product.
- Tracking and Reporting the defect

Portfolio & Online Services

- Showcasing my product management offerings, Power BI dashboards, and certifications: [LinkedIn Services Page](#)

Career Goals

- To grow as a hands-on Agile Coach delivering value across team, program, and leadership layers. I aim to specialize in **scaling agility with cultural integrity**—guiding organizations through adaptive coaching, metrics-driven decisions, and framework-neutral delivery excellence. I'm actively building expertise in SAFe to support enterprise agility and exploring coaching certifications to expand my impact