**Jeff Selingo**

**Summary**

* SAFe Agilist & CSM certified professional with an experience of 10+ years with classroom MBA in Information technology from Symbiosis International University.A professional with experience in Agile framework, Project Management & Business Analyst roles.
* Experience in Guiding and Coaching the Scrum Team and organization on how to use Agile/Scrum Practices and values to the teamExperience in Banking and Finance, Credit Cards & Customer relationship management.
* Implemented Scrum and KANBAN framework in the portfolio within a quarter and converted the team into 100% agile methodology team from waterfall model. Expertise in driving E2E projects in the capacity of Project Manager and Scrum MasterExperienced in Fund Management, Forecasting, Resource Planning & Tech Business Analyst, Tech PM.
* Delivered multi-million and multiyear dollar project as E2E Business Analyst role, which involved teams across different time-zone and technology.Experienced in Backlog, User Story writing, SRS, BRD documentation with business users to gather and prioritize requirements.
* Achieved good rating in fund management for the portfolio by negotiating and completing the project within budget, developed various dashboards for reporting at various levels of hierarchy.
* Hand on experience on RALLY & CLARITY for project tracking and reporting purposes or daily activities.
* Implemented PMO team across locations as per AMEX Guidelines, which helped in resolution of compliance issues and Audits like SOX for E2E projects.
* Managed project funding and EPIC/Feature Kanban for project artifacts.
* Achieved excellent rating in Agile Matrices by implementation the best practices of Scrum for our team.
* Experienced in POC and Account management for the organization.

**Technical Skill & Expertise**

Skills:

Area of Expertise: Business Analysis, Portfolio Fund Management, Scrum/Waterfall methodologies

Tools: MS Visio, MS Office, Clarity-SDLC PMT & Rally for Agile PMT

**Training & Certifications**

* Certification in Financial Markets (NCFM) from National Stock Exchange(NSE), India
* Certified Credit Card Process expert from Indian Institute of Banking & Finance (IIBF) India
* Retail Banking and Capital market Certification from Syntel BNFS University.
* Certified Scrum Agile Framework (SAFe-Agilist)from Scaled Agile Framework Academy.
* Certified SCRUM Master from SCRUM Alliance
* Certified SCRUM Product Owner from International SCRUM Institute.
* Member of International Institute of Business Analysis (IIBA)

**Professional Experience:**

**American Express Phoenix, AZ Nov 2015 – Current**

**Project Manager Agile Scrum Master**

**Agile-Scrum Master**

**Roles & Responsibilities:**

* Grooming of stories in the backlog and assisting PO
* Successfully migrated our team from Waterfall to Scrum within a short span of time.
* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings
* Trained team to create clear and concise epics/stories at onshore ( US) and offshore teams in India.
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Worked with the engineering managers to identify cross-team dependencies and manage inter-team tasks
* Evangelized the benefits of Scrum to ensure its smooth adoption
* Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices reducing development time.
* Forecasting, Sizing and resource mapping/allocations across vendors as per fund availability.
* Manage/developed dependency plan between planned sprints/iterations across engineering, infrastructure, and third parties
* Breaks down barriers and work with the team for impediments to ensure delivery as per schedule.
* Organizes Scrum/Agile ceremonies as per guidelines and best practices.
* Worked with Senior Management, Business & Release Management to understand the vision of the product, prioritize and develop software release planning.
* Designed formats for Agile project formal reports and matrices for various level of stakeholders.
* Proactively plans and collaborates with key stakeholders to ensure successful implementation of services for the designated products and projects.
* Developed & tracked artifacts like Burndown charts, Team Velocity and project progress.
* Partners with business team to identify and prioritize project work efforts and implementation dates
* Leading Scrum best practices adoption and utilization throughout the project and team.
* Maintained financials and resourcing for the project including establishing a budgeting /forecasting and booking funds for the team along with variance reports.

**Syntel Inc Private Ltd. Phoenix, AZ ( India ) Feb 2014 – Oct 2015**

**Agile Scrum Master / PM**

**Roles & Responsibilities:**

* Designed formats for Agile project formal reports and matrices for various level of stakeholders.
* Proactively plans and collaborates with key stakeholders to ensure successful implementation of services for the designated products and projects.
* Developed & tracked artifacts like Burndown charts, Team Velocity and project progress.
* Partners with business team to identify and prioritize project work efforts and implementation dates
* Leading Scrum best practices adoption and utilization throughout the project and team.
* Maintained financials and resourcing for the project including establishing a budgeting /forecasting and booking funds for the team along with variance reports.
* Created a safe environment for stand up meetings to the teams to discuss risks, ideas and innovation.
* Helped the scrum team to be in state of flow (clear goals, concentration on a limited field of attention, direct and immediate feedback)
* Facilitate the sprint review meeting
* Converts stake holder’s feedback to new product backlog items and record new wish list items
* Facilitated the sprint retrospective meeting in psychological safety environment.
* Coordinated with the management for organizational impediments resolution.

**American Express Oct 08 - Jan 14**

**Sr. Business Analyst**

* Handled E2E BA role for multiple projects during the period.
* Supporting Product Owner for backlog and grooming and maintaining the backlog.
* Documented Project Charter, SRS and Design Docs. And ensure sign off for the same.
* Managing the new initiatives in the portfolio as SME to finalize the approach of solution for POA/POD applications.
* Fund management and resource identification along with client to run the project as per availability of resources across locations.
* Developed crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications.
* Conducted meticulous As-is and to be GAP analysis and Impact Analysis
* Prepared extensive cost - benefit analysis to support system and process changes
* Meticulously analyzed complex data, staffing plans and variances to recommend solutions to improve revenue per call and customer satisfaction/retention
* Responsible for taking a project from concept through completion – as per schedule & budget
* Evaluate and assess business architecture for the application solution, identifying and addressing any constraints and limitations within the proposed architecture
* Creating and maintaining project documentation such as estimates, project plans, statements of work, status reports (internal and external), change requests, functional specifications.
* Creation of Design docs and flows diagrams for different functionalities of the project.
* Managed the implementation of the project along with the technology teams involved

**Project Management Office :** This project is about implementing the PMO and define guidelines for project management process and develop reporting system for the project matrices ad quality delivery as per SOX compliance.

**Role : PMO - Lead May 08 – Sep 08**

**Client –American Express**

* Responsible for implementing and leading the PMO activities for the client in the account.
* Understanding the Compliance requirements of PMO as per guidelines defined with Client
* Implementing the PMO process as with PDCA approach.
* Defined formats for data collection and validation and verifications as per requirement of the data.
* Leading the PMO team processes to implement PMO as per PMBOK guidelines in the account.
* Smooth Implementation of PMO within time-limits of activation of MSA/SLA and saved $3M per year by avoiding any penalty in SOX or compliance audits.
* Syntel emerged as preferred vendor in Client Matrices at various levels.
* Developed various Resource Reporting tool, Reports Tracking Tool.
* Worked as liaison among delivery teams and VRD
* Implemented various strategies for Scheduled reports On-time.
* Trained and enforce PMO process by guiding the leaders and seniors stakeholders of account
* Design/development of MIS reports required for running PMO activities successfully
* Facilitate SLA requirements and ensure that all criteria are fulfilled mentioned in it
* Automation of report generation process and defined the standards for PMO activities for the account.
* Developed and assisted the team handling Vendor Security Audit for account.

**Dynamic Technosofts, Noida Feb’ 08- Apr’ 08**

**Designation: Management Trainee**

**Project: Dynamic Discussion Dashboard System: Online Discussion Board.**

**Client: The Knowledge IT**

**About Project:** This is web based online discussion board, it helps to message and send alerts for the meeting. DDBS helps in voting and prepare the MOM.

**Role: Business Analyst**

**Roles &Responsibilities:**

* Understand the business requirements and identified gaps in different processes and implemented process improvement initiatives across the business improvement model.
* Gathered the business requirement and Prepared and reviewed Long Term Forecast
* Interfaced with business users to develop and update Business Requirement Documents (BRD) and create test scripts
* Facilitated business requirements review with development and QA teams
* Maintained traceability among business requirements, technical requirements, design and testing
* Created reporting documentation that identified metrics and data required for display as well as identification of filtering criteria and inputs

**Terex Corp ( Former: Terex-Vectra Eqp Pvt Ltd ), Greater Noida Aug-04 – May-06**

**Designation: Project Engineer**

**Roles & Responsibilities:**

* Responsible for Vendor management and decision making for buy or purchase of the particular part of BOM.
* Ensure the supplies remains flows thru the channel so that production doenst get impacted.
* Managed stores operations ensuring optimum inventory levels to achieve maximum cost savings without hampering the Daily Production Plan/Customer requirements
* Conducted routine inspection/ stock audits to ensure reconciliation of physical stock at the Warehouse.
* Worked in co-ordination with Manufacturing to ascertain the necessities for components, materials.