

Career Summary

Program Manager & Agile Coach with over 13 years of experience in product development and management.

Career Objective

With a brilliant professional record, I aspire to join Middle level management role (Project Manager/Program Manager) in a reputed organization. My competencies are as below.

- Agile development Methodology
- Scrum, lean, Kanban
- Program Management
- Core Banking, Retail Lending, Finacle
- Team Management
- Analytics/Logical Reasoning,
- Problem/Crisis Management
- Business /Commercial thinking

Technical Skills

Certification	Finacle Retail Banking, Safe 4.0 Practitioner, SMC(Scrum Master Certified), Six sigma green belt
Operating Systems	Unix, Linux, Windows
Automation tools	TOSCA , Test Complete
Database	MS SQL, Oracle
Development	C, C++, UNIX, JavaScript, Java, Shell & Perl scripting, Python

Career Path

Program Manager/Agile Coach

Nielsen Aug 2018 - Present

Scrum Master

Advanced Business Healthcare Solutions Feb 2018- Jul 2018

Product Lead /Scrum Master

Edge Verve Aug 2015- Oct 2017

SSE/ Technology Analyst

Infosys Technologies Aug 2006-Jul 2015

Work Experience

Roles & Responsibilities

Role	Program Manager/Agile Coach	(Aug 2018- Present)
Project Name	Marketing Attribution Analytics	
Tools	Jira	
Responsibility	<ul style="list-style-type: none"> ● Coach the team on Agile methodologies & making sure the team lives by the values and practices of Agile. ● Coach team to choose or adapt Agile methodologies from Waterfall model. ● Works to ensure team is self-sufficient, empowered and faces no distraction. ● Making sure there is enough groomed Backlog for the teams & while working with product Owner for backlog grooming & user story slicing into manageable pieces which can be completed end to end (Design-code-test-bug fixing) inside a sprint. 	

	<ul style="list-style-type: none"> ● Should be able to create & track “Definition of Done” for team throughout sprint duration. ● Create process workflows for the team. ● Establish working agreements, syncs, scrum of scrum for effective dependency management among teams. ● Able to identify impediments & work with leadership team for their removal in timely manner. ● Facilitate Agile Ceremonies: Daily Stand up, Sprint Planning, Sprint Review, Sprint Demo, Sprint Retrospective meetings. ● Monitor and report progress to stakeholders. ● Streamline processes to ensure transparency and visibility. ● Works closely with the product owner to build project roadmaps. ● Organize & participate, as required, in requirement gathering/inception workshops. ● Stakeholder communication on risks & mitigation steps. ● Work with the PO to ensure roadmap is defined, milestones are established, and team is clear on the requirements. ● Seamless execution of projects ● Transparency on communication and project health. ● Plan and facilitate workshops
--	---

Role	Scrum Master, Advanced Business Healthcare Solutions	(Feb 2018- Jul 2018)
Project Name	Enable GDPR for healthcare products – Caresys & Staffplan Roster	
Tools	Jira, Aha	
Responsibility	<ul style="list-style-type: none"> ● Facilitates all team meetings & sprint ceremonies, including (where applicable) the Daily Stand-up, Iteration Planning, Iteration Review, and Iteration Retrospective. ● Supports the Product Owner in their efforts to manage the backlog and guide the team while facilitating a healthy team dynamic with respect to priorities and scope. ● Eliminates impediments by actively addressing issues that members of the project team may have so that the team can remain focused on achieving the objectives of the Iteration. ● Participate in creating and facilitating training ● Review burn-downs and sprint backlogs ● Accountable in guiding the team towards a level of maturity that is consistent with Agile principles/best practices. ● Facilitates the team’s progress toward team goals by helping the team focus on daily goals, iteration goals, and program increment objectives. ● Leads team efforts in relentless improvement by helping the team improve and take responsibility for their actions through facilitation of the team retrospectives, problem-solving techniques and helping the team become better problem-solvers for themselves. ● Builds a high-performing team by focusing on ever-improving team dynamics and performance, while helping the team manage interpersonal conflicts, challenges, and opportunities for growth. ● Communicates with management and outside stakeholders ● Protects the team from uncontrolled expansion of work. <p>Additional responsibilities:</p> <ul style="list-style-type: none"> ● Release planning & delivery for different healthcare products. ● Present, discuss & escalate weekly reports on project progress to senior management. ● Sign off the different phases of project. ● Capacity planning & resource allocation ● Identify, plan, create training materials and conduct training in agile & scrum for new joiners, peers and others in the organization. 	

	<ul style="list-style-type: none"> ● Member of the interview panel for management positions ● Understand the product, and review the product backlog and release plan to verify priorities and effectiveness
--	--

Role	Scrum Master & Product Technical Lead , EdgeVerve Systems (Aug 2015- October 2017)
Project Name	Product readiness for GS Bank, DBS Bank, Hong Kong, Qudos Bank
Tools	CLM, RTC, Agile Safe Source, DevOps, Jherkins , JBoss, Jira
Responsibility	<ul style="list-style-type: none"> ● Scrum master for a team size of 10 ● Facilitate sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations. ● Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline. ● Work closely with project owner in backlog management and continuous delivery of features. ● Educate and reinforce scrum methodology and agile framework to team members and key stakeholders. ● Direct and lead development team from project initiation through delivery of final product. ● Single point of contact to sign off Impact analysis, system feasibility study, approach discussions and code review in retail loans. ● Design & provide solutions to user stories in critical modules.

Role	Product Technology Lead/Scrum Master , Infosys Technologies Ltd (Jan-2012- Aug 2015)
Project Name	ENBD, Dubai & Loan Modularization for Enterprise Edition
Software	C, UNIX,SQL
Tools	STF Tool, WB Tool
Responsibility	<ul style="list-style-type: none"> ● Leading the six-member core engineering team in agile methodology ● Design and Approach document preparation on the basis of requirement and discussions with the client, product management, implementation and testing teams. ● Handled complex modules of EMI and Interest calculation. ● Proficiency in Islamic concepts – Istisna, Murabaha, Ijarah, Tawarrukh ● Involved in revamping important interfaces to Loans module as a part of Loans Modularization. ● Techno Functional role involving discussions with functional team and designing optimum system ● Provide design solutions for complex requirements.

Role	Technology Analyst, Infosys Technologies (Dec 2008- Jan 2012)
Project Name	URALCORE-Project for URALSIB Bank, Russia
Software	C, UNIX,SQL,PL/SQL
Tools	WB Tool(Internal Tool By Infosys)
Responsibility	<ul style="list-style-type: none"> ● Handling the Team in the capacity of a Technology Analyst ● Was responsible for requirement analysis, design, coding and testing various modules in the Product for customer requirement. ● Was involved in Bank support, furnished customer requirement in stipulated time period with utmost quality. ● Was responsible for writing Unit Testing Plans, carried out Unit testing and System Testing. ● Worked at client site and carried out UAT. ● Involved in client meetings for requirement gathering. ● Leading a three member team.

Role	Software Engineer , Infosys Technologies 2008)	(Jan 2007-Dec
Project Name	FC101DIBP- Mudrabah Banking Project for ANB	
Software	C, UNIX, shell scripting ,SQL	
Tools	WB Tool(Internal Tool By Infosys)	
Responsibility	<ul style="list-style-type: none"> ● Played a key role in Interface development of Finacle (Universal Banking Solution by Infosys). Finacle provides core and integrated banking solutions to banks and financial institutions. It takes care of all the front end and back end functionalities of Banking. It requires extensive understanding of banking domain which helped me to gain knowledge of the same. ● Was responsible for creating new menus and enhancements. ● Carried out System Testing which involved end –to- end Product testing. 	

Education

Bachelor of Technology Information Technology

LBS College of Engineering, Kannur, Kerala

Master's in business administration

Sikkim Manipal University

Certifications

Safe 4.0 Practitioner

Certification body: ScaledAgile

Year: 2017

Scrum Fundamentals Certified

Certification body: Scrum Study

Year: 2018

Scrum Master Certified

Certification body: Scrum Study

Year: 2018

Award and Recognition

- Star of the Quarter for Nielsen within 2 months of joining.
- Recipient of the Gem Award for the Quarter for Individual Best Performance in Team.
- Awarded Spot award for best performance in the Team.
- Recipient of Infy Dream award for Quality delivery to Client
- Received appreciation note from Unit Head for defect free enhancement in Islamic Banking

Personal Details

Marital Status	Married
Language Known	English, Hindi, Malayalam
Nationality	Indian
Date of Birth	15 th Jan 1984
