

# Dinesh Kumar



Technical Project Manager & Agile Scrum Master



14 Years 0 Month



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## Profile Summary

Agile champion and PSM 1 certified Scrum Master with 14 years of experience driving high-performing Agile teams within the SAFe framework. Proven ability to coach teams on Scrum practices, optimize workflows, and remove roadblocks for efficient delivery. Adept at facilitating Scrum ceremonies, fostering collaboration across Agile Teams, and ensuring continuous improvement throughout the development lifecycle. Passionate about empowering teams to deliver valuable software increments on a predictable schedule. I am a results-driven Agile Scrum Master adept at leading cross-functional teams to deliver high-impact projects on schedule. Skilled in leveraging Agile methodologies to drive efficiency & innovation throughout the project lifecycle. Known for strong communication skills and maintaining positive relationships at all organizational levels. Known for problem-solving abilities, and a strategic mindset to drive continuous improvement and exceed client expectations.



## Key skills

- Scrum
- Scrum Master
- Scrum Coach
- Scrum Master Lead
- Scrum Agile Development Methodology
- Scrum Master And Manager
- Project Management
- Project Planning
- Project Scheduling
- Project Coordination
- Project Coordinator
- Kanban
- Agile
- Agile Methodology
- Agile Software Development
- Agile Process
- Technical Leadership
- Technical Lead
- Technical Lead Manager
- Technical Lead And Project Manager
- Technical Lead And Scrum Master
- Business Analysis
- C#
- VB
- ASP
- ASP.NET
- ASP.NET MVC
- ASP.NET Ajax



## Education

B.Tech/B.E., 2009

Siddaganga Institute of Technology  
(SIT)

12th, 2005

Karnataka,  
English

10th, 2003

CBSE, English



## Work Experience

Apr 2018 - Present

Technical Project Manager & Agile Scrum Master  
Nihilent

- Lead cross-functional teams: Guide and manage offshore

- ASP.NET Web API
- ASP.Net Core
- WPF
- WPF Applications
- WCF
- HTML
- CSS
- Javascript
- jQuery
- SQL
- SQL Server
- SQL Server Development
- SQL Server Integration Services
- SSIS ETL
- LINQ
- SOAP
- SOAP UI
- SOAP Web Services
- Rest API Services
- Entity
- Entity Framework
- Visual Studio
- MS SQL Development
- MS SQL Programming

## Personal Information

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City                  **Pune**

Country              **INDIA**

## Hobbies

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- Train Travel
- EV enthusiast
- Environment Supporter

## Languages

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- Hindi
- English
- Marathi

development teams to effectively gather and analyze client requirements.

- Manage stakeholder expectations: Balance the needs of offshore teams with business expectations for project success.
- Strategic Resource Allocation: Allocate resources strategically across the project, ensuring optimal utilization and team performance.
- Client Relationship Management: Build and maintain strong relationships with client stakeholders on-site, keeping them informed and engaged throughout the project lifecycle.
- Navigate Project Dependencies: Identify, track, and manage project dependencies to ensure a smooth and efficient project flow.
- On-site Client Liaison: Act as the primary point of contact for the client on-site, facilitating clear communication and collaboration.
- Solution Architect: Design, review, and present innovative technical solutions to clients for approval.
- Deployment and Support: Oversee UAT and production deployment while providing ongoing support for the client.
- Automation & Efficiency: Create and execute runtime scripts to automate tasks and improve overall project efficiency.
- Collaborative Problem-Solving: Foster a culture of collaboration, supporting other teams by troubleshooting issues, analyzing client reports, and driving solutions.
- Passionate and results-oriented Scrum Master with 14 years of experience facilitating Agile development teams in achieving high-performing results.
- Proven ability to coach teams on Scrum practices, optimize workflows, and remove roadblocks for efficient delivery.
- Skilled in leading Scrum ceremonies, fostering collaboration, and ensuring continuous improvement within the Agile framework.
- Led a cross-functional team of 9 members in implementing a enhancement in mobile platform using the SAFE Scrum framework.
- Increased team velocity by 10% through backlog refinement sessions and improved task estimation.
- Facilitated effective daily stand-up meetings, ensuring transparency and clear communication within the team.
- Coached the Product Owner on backlog prioritization and user story creation.

- Kannada
- Telugu



## Social links

[www.linkedin.com/in/dinesh-kumar-1b267086](http://www.linkedin.com/in/dinesh-kumar-1b267086)

- Resolved dependencies between teams through active participation in Scrum of Scrums meetings.

### Apr 2016 - Mar 2018

Associate Team Lead & Associate Project lead & Associate Project Manager

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- **Provide comprehensive support to offshore development teams** for seamless operation in on-site client environments.
- **Lead solution implementation** by building and deploying technical solutions directly at client locations.
- **Ensure smooth client software operation** by installing core software on client servers.
- **Maintain optimal client environments** through proactive maintenance and troubleshooting.
- **Offer comprehensive UAT and production support:** Assist with User Acceptance Testing and provide ongoing support once the solution is live.
- **Automate tasks and improve efficiency** by creating and executing runtime scripts.
- **Manage client build deployment and provide post-production support:** Oversee the deployment process for client builds and offer support after launch.

### Apr 2014 - Mar 2016

Senior System Analyst & Business Analyst

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- **Conduct thorough business system analysis:** Identify and understand the client system's functionalities and potential weaknesses.
- **Troubleshoot and diagnose system issues:** Investigate and pinpoint the root cause of client system failures.
- **Develop effective solutions:** Design and implement solutions that address identified client system problems.
- **Manage solution deployment:** Oversee the deployment of approved solutions to ensure a smooth transition.
- **Estimate project requirements:** Create project plans with accurate time and resource estimations.

### Apr 2010 - Jan 2014

System Analyst & Senior System Analyst & Technology Analyst  
Infosys

- **Participate in the entire Software Development Life Cycle (SDLC):** Collaborate with customers, gather requirements,

document specifications, design, develop, test, deploy, and maintain software applications.

- **Foster a collaborative development environment:** Mentor and assist teammates in understanding project workflows.
- **Design for scalability and integration:** Develop robust and scalable systems to accommodate future growth and integration with other modules.
- **Own specific application modules:** Take primary responsibility for the development, testing, and deployment of the Reports section and Submission module.
- **Manage application lifecycle:** Deploy applications to test environments for further validation.
- **Craft user-friendly experiences (UX):** Design UX architecture to ensure smooth screen transitions within the application.
- **Champion teamwork and problem-solving:** Assist team members in setting up test data, troubleshoot technical issues, and collaborate on integrating independent modules into a cohesive application.
- **Facilitate security and performance testing:** Coordinate with EPM and TED teams to ensure successful Vulnerability Assessment (VA) and Performance Testing (PT) of the application.

## Projects

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6 Months

### **Modernized Document Management System for Secure Online Submissions**

This project involved a migration of a critical document management application from .NET 2.0 to .NET 3.5. This modernization effort significantly improved application performance and security.

#### **Key Achievements & Benefits:**

- **Upgraded Framework:** Successfully migrated the application from .NET 2.0 to .NET 3.5, leveraging the benefits of a more modern and secure framework.
- **Enhanced Document Storage:** Streamlined document storage by transitioning from the file system to a centralized SharePoint library. This resulted in faster document upload and retrieval times.
- **Improved Access Control:** Implemented a dedicated access control screen for document submissions and retrievals. This ensures stricter information security based on user roles.

- **Disaster Recovery Solution:** Established a centralized document repository within SharePoint, creating a secure backup for company documents in case of unforeseen event

3 Months

#### ISD Call Billing Optimization for VoIP System

The client had a flat monthly fee with their telecom provider for unlimited ISD calls via VoIP. However, they lacked insight into how effectively they were utilizing this fixed cost. We designed and developed a comprehensive ISD call billing system. This system tracked and analyzed all ISD calls made through the VoIP network, providing valuable insights into usage patterns.

Key Benefits:

- **Cost Optimization:** The client gained detailed data on ISD call usage, enabling them to determine if the fixed monthly fee was optimal.
- **Data-Driven Decisions:** The system empowered the client to make informed decisions about their VoIP subscription, potentially reducing costs by adjusting the plan or negotiating with the telecom provider.
- **Improved Resource Management:** By understanding call patterns, the client could better manage their VoIP resources and identify areas for potential cost savings.

5 Months

#### Automated Facilities Billing through Payroll Integration

Previously, recovering facility usage charges involved a manual collection process, leading to high effort and time consumption & lack of transparency. We implemented a payroll integration system for facilities. This automated system directly deducts usage charges from user salaries, streamlining the process.

Key Benefits:

- **Increased Efficiency:** Payroll integration significantly reduces time and effort required for facility charge collection.
- **Enhanced Transparency:** The automated system provides clear tracking of usage and deductions, ensuring accurate billing and easy identification of defaulters.
- **Improved User Experience:** Streamlined billing eliminates the need for manual payments, improving user convenience.

4 Months

#### Streamlined Online HRA Submission System

The traditional HRA submission process was manual and time-consuming, requiring dedicated personnel to collect paper forms from employees. This approach also lacked eco-friendliness due to paper and ink usage. We developed an

online HRA submission system to streamline the process. This system allows employees to:

- Fill and download HRA forms electronically.
- Obtain house owner signatures electronically (for HRA) or submit online for other deductions.
- Upload completed forms for secure storage in a central SharePoint repository.

#### Benefits:

- **Increased Efficiency:** Online submission saves significant time and effort compared to manual collection.
- **Enhanced User Experience:** The system offers a convenient and user-friendly experience for employees.
- **Improved Sustainability:** By eliminating paper forms, the system promotes eco-friendly practices.

#### 24 Months

#### MultiChoice Business Operations and Technology Optimization

This is an ongoing project for MultiChoice focused on maintaining and enhancing the efficiency of their core business operations. The project encompasses three key areas:

- **Technology Support:** Addressing and resolving any technical exceptions within the systems supporting MultiChoice's business operations.
- **Business Process Optimization:** Continuously analyzing and improving existing business processes for increased efficiency and customer satisfaction.
- **Enhancement Implementation:** Implementing improvements and features to enhance the existing business functionalities.

#### 24 Months

#### MultiChoice Africa (MCA) Application Management

This is an ongoing project for MultiChoice Africa (MCA) focused on ensuring the smooth operation and continuous improvement of their business-critical technology infrastructure. The project involves:

- **Maintaining existing MCA environments:** Providing ongoing maintenance for MCA's core systems to ensure optimal performance and stability.
- **Enhancing existing business functionalities:** Implementing upgrades and solutions to improve efficiency and address business needs within the MCA infrastructure.
- **Resolving technology exceptions:** Troubleshoot and address any technical issues arising within the MCA systems

that could impact MultiChoice's business operations.



## Certification

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- PROFESSIONAL SCRUM MASTER I
- Microsoft Power BI - Up & Running With Power BI Desktop