Lakshmi M.R.

**Scrum master/Delivery manager/Line manager**

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Bangalore.

**SUMMARY:**

**Certified Scrum master, ACSM** and **Product owner** specialized in leading high-performing and multi-disciplinary teams from product development through successful product launches. Accustomed to managing multiple projects and priorities in fast paced environments.

**CERTIFICATIONS:**

* Certified Scrum Master (CSM)
* Advanced Certified Scrum Master (ACSM)
* Certified Scrum Product Owner (CSPO)
* Information Technology Infrastructure Library (ITIL)

**SKILLS:**

* Agile development & best practices.
* Agile Frameworks – Scrum, Kanban.
* JIRA, JIRA Portfolio, Rally ServiceNow Agile Tool, TFS.
* AZURE DevOps Agile Tools.
* MS Excel, PowerPoint.
* User Stories, ATDD, CI/CD, Automated testing
* **Functional/Domain knowledge of Healthcare, Investment Banking/Capital markets or Wealth and Investment Management, Telecommunication.**

**EXPERIENCE:**

VIRTUSA (Client: Green Fire **and** United Health Care)

Role: Scrum master/Delivery manager/Line manager

Sep 2021 - Till date

**Role: (As Scrum Master)**

* Organize and facilitate release planning, daily stand - up meetings, sprint reviews, grooming meetings, retrospectives, planning, and demos amongst diverse groups
* Facilitate retrospectives at key project milestones and final project completion, to confirm project acceptance and satisfaction, and to establish lessons learned
* Coach team members on Agile principles and Scrum methodology to Ensure the development teams are practicing the core agile principles of collaboration, prioritization, team accountability, and visibility.
* Gather/report all relevant Agile metrics (burn down charts, Team velocity, cycle time, cumulative flow, etc.)
* Update JIRA, Rally (agile tracking) system to ensure transparency
* Assist team with making appropriate commitments through story selection and task definition
* Identify and remove impediments, preventing distractions, that interfere with the ability of the team to deliver the sprint goal
* Prioritize epics, features, and user stories for current and future sprints
* Facilitate discussion and conflict resolution

**Role:** (**As** **Delivery manager)**

* Tracking the project Delivery Commitments and key milestones.
* Leading the discovery phase and participate in SOW finalization process.
* Interaction with PMO team about project update and Tracking in System
* Participating in various management calls to provide update on progress, milestone achieved, ongoing challenges in the project.
* Participating in client calls to provide status on Ongoing projects, discussion on projects in pipeline.

**Role: (As Line Manager)**

* Resource Planning, Goal setting, Hour tracking, Leave and assets management.
* Conducting One on One Discussion with team members for their personal growth.
* Providing Year-end Reviews and conducting appraisal discussion.
* Planning and conducting New Resource Hiring, Allocation process for Projects.

**TCS** (Client: ING**)**

Scrum master

December 2019 – Sep 2021

* Managed Project Scope to ensure delivery was complaint with scope commitment.
* Worked closely with product owner in backlog management.
* Worked closely with product management and technical stakeholders to clarify the schedule, status, and details of each project
* Worked with and served cross-functional development team by leading all sprint planning, sprint reviews, sprint retrospectives, and daily scrums.

**TCS** (Client: Nordea)

Scrum Master

January 2017 – December 2019

* Managed Project Scope to ensure delivery was complaint with scope commitment.
* Worked closely with product owner in backlog management.
* Worked closely with product management and technical stakeholders to clarify the schedule, status, and details of each project
* Worked with and served cross-functional development team by leading all sprint planning, sprint reviews, sprint retrospectives, and daily scrums.

**I have also worked at Tecnotree Corporation Limited and Bank Of America between 2007 and 2013.**

**EDUCATION:**

* B.Sc. Electronics & Communication (Madurai Kamaraj University).