



NEHA SHARMA

Project Manager / Scrum Master

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Professional Summary

Experienced Project Manager with 8+ years of expertise in leading cross-functional teams and managing end-to-end software development projects. Proficient in all phases of the Software Development Life Cycle (SDLC), including planning, design, development, testing, deployment, and maintenance. Skilled in Agile and Waterfall methodologies, risk management, and stakeholder communication, ensuring timely delivery of high-quality software solutions.

Work Experience

(Project Manager / Scrum Master) Capgemini April 2024- Till now Pune, MH
Project: HSBC (Banking Domain)

- Facilitate Scrum Ceremonies: Organize and facilitate all Scrum ceremonies, including daily stand-ups, sprint planning, sprint reviews, and retrospectives, ensuring they are conducted effectively and efficiently.
- Act as a coach to the development team, Product Owners, and other stakeholders in Scrum and Agile best practices, promoting an understanding and adoption of Agile principles.
- Encourage continuous improvement within the team by facilitating retrospectives and identifying actionable steps to enhance processes and productivity.
- Collaborate with the Product Owner to define sprint goals and ensure they are clearly understood by the development team.
- Knowledge of Scrum techniques and artifacts (such as user stories, epics, burndown charts, definition of ready and done, sprint reports, story slicing, etc.)
- Assist the Product Owner in refining and prioritizing the product backlog to ensure that the team works on the highest-value features that align with business goals.
- Track and monitor the team's progress against sprint goals and velocity, ensuring that the team stays on track to meet commitments.
- Proactively identify and address any impediments or blockers that may impact the team's ability to deliver on sprint commitments, facilitating solutions that keep the team moving forward.
- Advocate for necessary resources, tools, and support required by the team to achieve optimal productivity and quality.
- Provide guidance and support to team members to enhance their skills, address challenges, and promote career development.
- Ensure Quality Standards: Work with the development team and Product Owner to ensure that deliverables meet quality standards and acceptance criteria before being released.
- Monitor and optimize team velocity to improve the predictability and efficiency of sprint delivery.
- Commitment Management: Ensure that the team commits to realistic and achievable sprint goals and holds the team accountable for meeting these commitments.
- Collaborate with Product Owners, Product Directors, and other stakeholders to ensure alignment between development efforts and business objectives.
- Provide transparent communication to stakeholders regarding sprint progress, potential risks, and areas of improvement.
- Working with onshore-offshore models/Global teams. Ensure that the team's work aligns with the broader product vision and strategy set by the Chief Product Officer and Product Director.

Work Experience

(PMO/ Scrum Master) Tata Consultancy Services Oct /2021- Nov /2023 Pune, MH

Project: Suncorp (oct 2021- dec 2022) (E-Commerce Domain) - Tools (Jira/ confluence, Trello, Service Now)

Project: Downer group (Jan 2023- Nov 2023) (E-Commerce Domain)

- Applied Agile principles and practices to drive the software development lifecycle, utilizing Scrum framework to enhance team collaboration, efficiency, and adaptability.
- Led Scrum teams in facilitating Agile ceremonies including daily stand-ups, sprint planning, reviews, and retrospectives and conducted daily scrum calls to identify impediments, assess project status, and ensure alignment among team members, fostering timely issue resolution and maintaining project momentum.
- Led backlog refinement sessions to review and clarify requirements for upcoming releases, ensuring that user stories are well-defined and prioritized for successful delivery.
- Coordinated with development and testing teams to address issues, ensure timely fixes, and manage the transition of tickets to production.
- Developed and maintained JIRA dashboards for project tracking, including status updates and bug tracking also Agile metrics, including Sprint burn -down and Up Charts, Velocity reports, Capacity Planning, And Defect density tracking, providing actionable insights to optimize team performance and drive continuous improvement.
- Conducted risk assessments to identify, evaluate and prioritize risks collaboratively developing and implementing mitigation plans to ensure uninterrupted sprint progress and on-time delivery of Project goals.
- Possess foundational knowledge of SAFe, Including understanding its core levels, Program planning and cross team collaboration to support agile delivery at scale.
- Utilized Microsoft Project to develop and maintain comprehensive project schedules, ensuring timely completion of deliverables

Work Experience

(Project Coordinator) BT Group Jun / 2018 - Aug / 2021 Gurgaon

- Tracked project health in terms of project plan and milestones.
- Actively participate in productivity meetings with the project management organization.
- Supports the planning process for programs and projects, manages project deliverables, and ensures accurate and timely reporting on status to Program PMO and global portfolio office.
- Works together with the Project Delivery Manager on a portfolio of projects and leads administrative tasks such as reporting, process capturing, preparing for FTE onboarding, and monitoring the knowledge transfer.
- Preparing the pre-reads for monthly Pipeline Project Portfolio, Prioritization and Resourcing meetings.
- Conduct weekly reviews on the pipeline projects with the stakeholder to ensure Clarizen reflects the accurate picture.
- Supports project Change Request progress monitoring, coordinating delivery dates, and key project information
- Ensures the accuracy and completeness of data collection and reporting.
- Track progress of all transition deliverables and co-ordinate delivery dates, actively participate in productivity meetings with the project management organization.
 - Focus on continuous process improvement by defining, maintaining, and enforcing business process rules.
 - Review the CR status and project Closure data in Clarizen for all the projects monthly and follow up with Project Managers.
 - Contribute to Project Health Check on a quarterly basis

- Review the Key Artefacts archived in the project SharePoint site and provide feedback to the Project Manager's during the HC
- Responsible for identifying, analyzing, measuring, and managing project risks

Work Experience

(Process associate) Guardian India PVT LTD Jan / 2018 - May / 2018 Gurgaon

Tools- (CMDB, BMC Remedy, Casa)

- Served as a network Support engineer for US Client. Configuration and maintenance of Cisco Routers/Switches, WAN links, lease lines
- Network monitoring and troubleshooting of any critical WAN issues or other network issues
Preparation of network availability reports on daily, weekly, and monthly basis
- Configuration of switches/WAP's and monitoring of Routers, switches, and network bandwidth and all the services
- Configuration/Troubleshooting network devices, laptops, degraded network performance, user authentication/ login / browsing issues, applications & operating system issue
- Installation/upgradation of applications, antivirus & other updates as per client's requirements
- Vendor management for bandwidth and cable work.
- Preparation of daily call reports along with utilization sheets.

Work Experience

Process associate (Leave of absence)

Aon Jan / 2017 - Jan / 2018 Gurgaon

- An excellent performer, first call resolution, achieving the documents target and customer satisfaction through offline work and call and general support.
- Handling FMLA leave benefits at Aon Hewitt. Worked for different clients like Target Corporation and Amazon.

Education

Masters Of Business Administration

Jaipur University Jun / 2017 - Jan / 2019 Jaipur, Rajasthan

Achievements

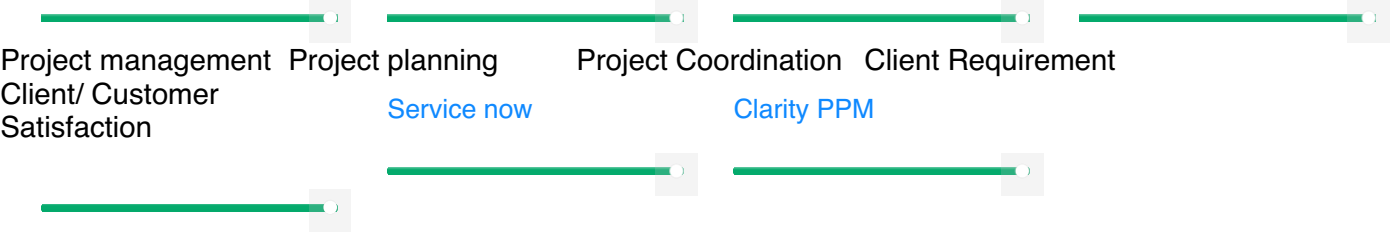
Major Achievements

- I was given opportunity to support the Glide batch (09th Feb – 25th Mar, 2018)
- Received the prestigious “Superstar of the Month” for the month of Feb, May, and June 2018.
- Received the “Superstar of the Month” award for month
- Received the prestigious “Knight Awards “for showing exemplary performance through team work.
- Received the prestigious “Superstar of the Month” as an advisor for continuous 4 months (£40.00).
- Completed a project and rewarded with Blue Ribbon certification for both projects (Challenge Cup 2018)
- I have received 6 appreciation emails including a thank you card.
- Made a provision in outlook that all important reports like SR left on EIN, Queue report for Help and

connection automatically reaches the inbox of higher management, whether I am in office or not by helping my manager.

- Timely closer of quality sheets and RED critical journey for team.

Skills



Training/Courses

CSM certified