

# Devina Singh (Scrum & SAFe Certified)

Remote  devinasingh2025@gmail.com  +91 8546841929  <https://www.linkedin.com/in/devina-singh/>

**Skills** - Project Management (Agile, Scrum, Safe), Stakeholder Management & Communication, Conflict Resolution, Azure DevOps, Jira, Salesforce, Power BI & Mulesoft

Results-driven **Project Delivery Manager** with **10+ years of experience** leading and delivering **multiple concurrent projects** in Salesforce-driven enterprise solutions. Adept at managing cross-functional teams, streamlining Agile processes, and ensuring seamless project execution. Experienced in **handling 2-3 projects simultaneously**, ensuring on-time delivery, stakeholder satisfaction, and risk mitigation

## Core Competencies -

- **Project & Delivery Management:** Multi-project handling, end-to-end execution, governance frameworks
- **Agile & Scrum Leadership:** Agile (Scrum, SAFe), Sprint Planning, Backlog Grooming, Retrospectives
- **Stakeholder & Client Management:** Communication, Risk Mitigation, Conflict Resolution
- **Technical Expertise:** Salesforce, Mulesoft, Azure DevOps, Jira, SDLC, CI/CD
- **Process Optimization:** Team Productivity, Agile Transformation, Cross-functional Collaboration
- **Cloud Technologies:** Experience in Azure, AWS, and Google Cloud
- **Data Visualization & Integration:** Power BI, Mulesoft
- **DevOps & CI/CD:** Azure DevOps Pipelines, Git, Automated Testing, Deployment Automation

## Professional Experience -

### 1. Project Delivery Manager

Capita, Pune – DSA Project, UK (Aug 2024 – Nov 2024)

- Lead a team of 15+ members to implement Salesforce-based multi-channel campaign technology solutions.
- Designed and managed Salesforce customization efforts, including workflows, process automation, and integrations with enterprise systems.
- Defined project governance frameworks, risk management strategies, and stakeholder roles for smooth execution.
- Implemented **Azure DevOps Pipelines** to streamline deployments and automate testing.

### 2. Project Delivery Manager (SDLC)

SLK Software Pvt Ltd, Bengaluru - MS Dynamic Decommission Project (Dec 2023 – Aug 2024)

- Directed **multiple parallel Salesforce integration projects**, ensuring on-time delivery and cost efficiency.
- Migrated **legacy systems** to Salesforce, incorporating custom Apex classes, triggers, and Visualforce pages.
- Spearheaded the **MS Dynamics Decommissioning Project**, transitioning legacy functionalities to Salesforce.
- Developed custom integrations between Salesforce and third-party applications to ensure seamless data flow.
- Designed and implemented automation workflows using Salesforce Flows and Process Builder to optimize business processes.
- Conducted performance tuning and optimization of Apex classes, triggers, and Lightning components to enhance system efficiency.
- Delivered **UAT support, post-go-live documentation, and change management** to enhance the project lifecycle.
- Utilized **Mulesoft API integrations** to streamline data migration and connectivity.
- Integrated **Azure DevOps** for automated CI/CD workflows and seamless deployment.

### 3. Project Manager Scrum Master (SDLC)

SLK Software Pvt Ltd, Bengaluru – Hussmann: InsightEngine Project (Jul 2022 – Nov 2023)

- Led Agile ceremonies, sprint planning, and backlog refinement across multiple teams.
- Improved team productivity by tracking Agile metrics like burndown charts and cycle time.
- Removed blockers and managed interdependencies to drive continuous project delivery.
- Integrated **Power BI for KPI tracking** and executive reporting

### 4. Team Lead & Scrum Master (Salesforce) - Accenture, Bengaluru (Jul 2015 – Jul 2022)

- Developed custom Salesforce solutions using Apex, Visualforce, Lightning Web Components (LWC).
- Designed and implemented REST & SOAP integrations between Salesforce and external systems.
- **Managed 2-3 parallel projects** for global clients, including Starbucks, CIO Sustainability, Disney, and Mercedes-Benz.
- Led **Salesforce implementations** in insurance, retail, and entertainment industries.
- Ensured **seamless project execution, stakeholder engagement, and Agile best practices**.

## Project: Community Event Registration for Local Non-Profit 'Helping Hands'

- **Goal:** Implement a **Salesforce-based event registration system** for **Helping Hands**, a local non-profit, to manage registrations for their annual fundraising event.
- **Activities:**
  - Implemented **registration form code** on the **Helping Hands website**.
  - Configured **workflow rules** to send **automated confirmation emails** to registrants.
  - Created **reports** and **custom fields** in Salesforce.
- **Deliverables:** Working **registration form**, **configured Salesforce settings**, **automated email notifications**, and **reports**.

## Key Responsibilities

- Oversee the **end-to-end delivery** of projects, ensuring **scope, timelines, and quality standards** are met.
- Collaborate with **stakeholders**, including **clients, product managers, and development teams**, to define project goals and expectations.
- Lead and mentor **project teams**, fostering a **high-performance culture**.
- Identify risks and **proactively implement mitigation strategies**.
- Optimize **delivery processes** and drive **continuous improvement initiatives**.
- Monitor project progress, provide **status updates**, and ensure alignment with **business priorities**.
- Manage **resource allocation and workload distribution** efficiently.
- Ensure compliance with **industry standards, security policies, and best practices**.
- Implement and oversee **Agile frameworks** such as **Scrum and Kanban** to enhance project execution.
- Facilitate **daily stand-ups, sprint planning, retrospectives, and backlog refinement** sessions.
- Track sprint progress, **identify blockers**, and work with teams to **ensure timely resolution**.
- Ensure proper **documentation and reporting of Agile metrics**, such as **velocity, burndown charts, and sprint completion rates**.
- Foster a culture of **continuous improvement** through **Agile best practices** and feedback loops.

## EDUCATION

### Bachelor of Technology

| SSITM, 2009-2013

## CERTIFICATIONS

- **Certified ScrumMaster (CSM)** by Scrum Alliance
- **SAFe 5.0 Agilist**
- **ADM 201 Salesforce Certification**
- **Salesforce Certified AI Associate**
- **Salesforce Certified AI Specialist**

## TECHNICAL SKILLS

- **Tools & Platforms:** Salesforce, Mulesoft, Azure DevOps, Jira
- **Methodologies:** Agile (Scrum, SAFe), SDLC, CI/CD
- **Leadership:** Stakeholder Management, Team Coaching, Risk & Change Management
- **Cloud Technologies:** Azure, AWS, Google Cloud
- **DevOps & CI/CD:** Azure Pipelines, Git, Automated Testing, Deployment Automation