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Location: Hyderabad

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**SUMMARY**

Certified Scrum Master with 13 years of Comprehensive IT experience, including 6+ years of proven success in Agile delivery and Scrum leadership. Adept at driving across telecom, US healthcare, Oil & Gas, E-Commerce industries. 7 years of experience in Lead QA in Product development Projects. Skilled in stakeholder engagement, Conflict resolution, and coaching Agile teams to maturity. Good Experience in Waterfall, Agile, Scrum, Kanban, SAFE & Scrum of Scrums, Tools like JIRA, Rally, ServiceNow, ADO.

**Current Role/ Designation & Company**: Project Manager &Senior Scrum Master – TechBlocks (Michaels US)

**Certification**: Certified Scrum Master (CSM) from Scrum Alliance

**Training:** PMP

**Experience**

* Having Agile experience with leading multiple scrum teams and all ceremonies (daily standup meetings, sprint planning, sprint review, sprint retrospective) creation of JIRA user stories, maintenance of dashboards, tracking and managing work in progress. Managing offshore & onshore Scrum Teams.
* Serve as the primary point of contact for stakeholders, including clients, internal teams.
* Tasks and responsibility effectively, ensuring that team members understand their roles and responsibility.
* Manage project resources, Coordinate with resource managers to allocate resources effectively based on project requirements and priorities.
* Work closely with Product owner in backlog management and continuous delivery of features.
* Leading responsible to remove the impediments for the scrum team.
* Having good experience in project handling and testing process.
* Documented all the updates, process, risks, reviews and creation of various reports of the project.
* Having experience in management of programs consisting of related projects.
* Collaborate with **DevOps**, Development and security teams to implement and maintain CI/CD pipelines.
* Having experience in delivery, implementation, and support for products.
* Validating release notes & prepare the final PROD Release notes
* Having experience in managing delivery team and testing for all process and projects.
* Day to day projects activities, Issues status report to customers and internal management.
* Lead and evaluate project management and testing teams.
* Having experience in communicate with both internal and external stake holders on an ongoing basics.
* Coordinate the activities of the team to meet project milestone.
* Having experience in handling multiple concurrent releases. Working with multiple product teams both development and testing.
* Assisted in Deploying and deploying updates from production, which decreased systems down time during peak usage hours.
* Coordinates with different departments to ensure seamless operation and service delivery.
* Leading and coordinating successfully with development & testing teams on projects to implement testing and deployment plans.
* Having good experience in Tools **JIRA, Rally, Confluence, ADO, DevOps**

**PROFESSIONAL EXPERIENCE**

1.TechBlocks Consulting, (Michaels, US) Hyderabad, 2024 May – 2024 Oct)

2.Hermes Digital (Italy) Deployed - Baker Hughes, Hyderabad (2022 Dec- 2024 Feb)

3.Techouts Solutions India Private Ltd, Hyderabad (Deployed - TATA Digital) 2022 Jan – 2022 July

4.AQuity Solutions India Private ltd. (known as IKS Health, Bangalore) 2011 March-2020 May (Perm.)

5.Cognizant Technology Solutions (CTS), Bangalore, 2009- 2011 (Permanent)

6.Tanla Solutions, Hyderabad ,2008-2009 (Permanent)

**PROJECTS**

**1.Michaels US & CANADA(E-commerce) Duration- May2024- Oct-2024**

**Role- Project Manager & Scrum Master**

**Project- Michaels (US, Canada Project)**

The Michaels Companies Inc, our purpose is to fuel the joy of creativity. As the leading creative destination in North America, we operate over 1,300 stores in 49 states and Canada and online at [Michaels.com](https://www.michaels.com/) and [Michaels.ca](https://canada.michaels.com/).

Working Module-

* **CART Services**
* **Payment Gateway**
* **Oracle Order Management Cloud**
* **Configured Ordered Management Cloud**

**Responsibilities:**

* Worked closely with the Product management to identify root causes and implement corrective actions to prevent serve as the primary point of contact for incident communication, ensuring stakeholders are informed and updated.
* Implemented a streamlined process for monitoring and resolving tickets in JIRA, ServiceNow and reducing average ticket resolution time.
* Assisted in Deploying and deploying updates from production, which decreased systems down time during peak usage hours.
* Coordinates with different departments to ensure seamless operation and service delivery.
* Provide data gathering and reporting solutions for key objects, ensuring accurate data was available for decision making.
* Leading and coordinating successfully with development & testing teams on projects to implement testing and deployment plans.

Worked closely with Product owner in backlog management and continuous delivery of features.

* Collaborate with Devops, Software development and security teams to implement and maintain CI/CD pipelines.
* Facilitates daily stand-up, iteration planning, Sprint review, and Sprint retrospective & BR.
* Managing the engineering development & Support projects and facilitates sprint releases.
* Guides the team in time estimating practices and facilitates team estimates
* Maintain team data in Project management software i.e., **JIRA to support**.
* Project communications with all stakeholders.
* Implement and support principles, rules and processes.
* Extract Reports for all projects, review weekly wise

**2.Baker Hughes (Dec 2022- April 2024) Project Manager & Scrum Master (Oil & Gas)**

**Project- DPD Project (UK & ITALY)**

Module:

* Order Management Configuration
* Supported Store and Call Center applications for Omni channel fulfilment

Responsibilities:

* Work closely with Product owner in backlog management and continuous delivery of feature
* Facilitate Scrum of Scrums.
* Facilitates daily stand-up, iteration planning, Sprint review, and Sprint retrospective
* Managing the engineering development projects and facilitates sprint releases.
* Guides the team in time estimating practices and facilitates team estimates
* Maintain team data in Project management software i.e., **Rally** to support.
* Project communications with all stakeholders.
* Implement and support principles, rules and processes.
* Extract Reports for all projects, review weekly wise
* Managing Scrum offshore & onshore Scrum Team

**3.TATA Digital (E-commerce) Project Manager** &**Senior Scrum master** Jan 2022 to July2022

Project Description: TATA Neu (A TATA Digital Project)

Tata Neu is an app designed to offer customers an extensive yet highly personalized shopping experience. The culmination of over two years of research, development, and testing, it can truly be called a 'super app' and aims to bring about a great shopping experience for its customers.

Working Module-

* **CART Services**
* **Payment Gateway**
* **Order Services**
* **Configured Ordered Management Cloud**

**Responsibilities:**

* Work closely with Product owner in backlog management and continuous delivery of feature
* Facilitates daily stand-up, iteration planning, Sprint review, and Sprint retrospective
* Managing the engineering development projects and facilitates sprint releases.
* Guides the team in time estimating practices and facilitates team estimates
* Maintain team data in Project management software i.e., **JIRA** to support.
* Project communications with all stakeholders.
* Implement and support principles, rules and processes.
* Extract Reports for all projects, review weekly wise

**4.AQuity Solutions (IKS Health): Scrum Master/Project Manager** March 2011 to 2020 May  
Type of Industry: Information Technology, **US Healthcare Service Delivery Platform (USA)**  
Project Description: **MModalLEAP** is a next generation online Medical Transcription (MT) training portal developed by MMODAL to recruit, train and develop MT professionals.

Project Description: **Fluency for Practices (FFP) US Healthcare**

Fluency for Practices™ is a web-based transcription solution that enables your practice to be more efficient, profitable and compliant. With M\*Modal Fluency for Practices, you will simplify your clinical documentation process through accurate, reliable and secure transcription of your notes and letters into digital documents, based on your personalized templates. There is no need for extensive IT resources or any upfront investment. Designed to enhance efficiency and preserve your natural workflow, M\*Modal Fluency for Practices allows you to stay focused on patients. View your reports anytime, anywhere, from any computer with an Internet connection using our HIPAA-compliant, cloud-based technology

**Responsibilities:**

* Lead and manage the incident response process, ensuring timely and effective resolution of incidents, drive process.
* Worked closely with the Product management to identify root causes and implement corrective actions to prevent serve as the primary point of contact for incident communication, ensuring stakeholders are informed and updated.
* Implemented a streamlined process for monitoring and resolving tickets in **JIRA** and reducing average ticket resolution time.
* Assisted in Deploying and deploying updates from production, which decreased systems down time during peak usage hours.
* Coordinates with different departments to ensure seamless operation and service delivery.
* Provide data gathering and reporting solutions for key objects, ensuring accurate data was available for decision making.
* Leading and coordinating successfully with development & testing teams on projects to implement testing and deployment plans.
* Work closely with Product owner in backlog management and continuous delivery of features.
* Use JIRA to plan sprints, distribute tasks, prioritize & discuss teamwork.
* Hands-on experience in managing on premises, cloud-based environment, Including Servers
* Finalized the Sprint Report based on the Demo and Product Owner acceptance.
* Facilitate release planning sessions, prepare release plan and update them at the end of each sprint, by correcting the course of action as needed.
* Identify opportunities for improvement from retrospective and devise action items, implement and track them in continuous improvement backlog.
* Good Experience in Azure data migration.

**5.Cognizant as Associate Engineer** September 2009 to October 2010  
Type of Industry: Information Technology  
Project Description: DSP (Delivery Service Platform), Telecom Domain

DSP are integrating the functions of content management, content Providers or service provider’s management, promotional campaign management, customer service management, authentication and pricing. It manages the communication network based digital media contents, such as streaming media services, the downloading services, the RBT services, the third-party content and info park services.

**Responsibility :**

* Working closely on Incident tickets with Dev team
* Perform Self/Peer review of scenarios and test cases.
* Involved in estimation for assigned modules
* Preparing Test Cases and executing,
* Create Test Reports and report status to the Lead/Manager
* Defect reporting.
* Interacts frequently with manager, peers and core project team members

**6.TANLA Solutions as Software Engineer** Oct 2008 –March 2009

Caller Ring Back Tone (CRBT)

DESCRIPTION: - Ring Back Tone also known as “Color Ring Back Tone” allows a user to select a personal tune, song or clip. Another important module for CRBT is CMS, Content Management System is a complete product that enables mobile operators to launch and sustain profitable CRBT content services. This comprehensive solution manages intake and developer relations, manages, content and pricing, creates branded subscriber storefronts and provides flexible purchase models and marketing tools along with delivery of CRBT content over any relevant channel.

**Responsibility :**

Actively involved in preparing and executing test cases.

Performed functionality, regression and GUI testing of the modules manually.

Tracking and reporting bugs.

Review of test cases.

Preparing reports daily basis and weekly basis.

**EDUCATION**

**Professional Qualification**:

1.MCA (Master of Computer Application) under Biju Patnaik technical University, Full Time 2001-2004 with 78%

2.DISM (Diploma in Information Systems Management)

3.Bachelor of Science (BSc)under Utkal University

*A Complete Resume of -* ***Prasanna Kumar Dash***