

## SOMA MOHAPATRA

| Scrum Master | Agile Practitioner | Technical Project Manager

📍 Gurugram, India | 📞 +91 9205310305 | ✉ [author.soma@gmail.com](mailto:author.soma@gmail.com) | [LinkedIn: Soma Mohapatra](#)

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### PROFESSIONAL SUMMARY

A technology enthusiast and an accomplished Certified Scrum Master with over 12 years of experience driving **project initiation, planning and estimation, implementation, review and retrospective and release management**. Have expertise in holding scrum meetings for different scrum processes being very vigilant about respecting stakeholders time and engagement with an efficient and approved communication plan. Mentoring and encouraging the team towards ownership, self-organisation, focus, openness, respect, commitment, and courage, leveraging on cross-functional team expertise, problem solving, continuous learning and feedback. Leading **end-to-end delivery, release management, stakeholder management, and risk management** across logistics, telecom, healthcare, and IT services, working on the three pillars of empirical scrum project management – transparency, inspection, and adaptation. Specialized in **Cloud, Azure, DevOps, mobile app development, healthcare, cloud migration, and digital transformation initiatives**. Proven ability to lead complex projects with stakeholders and team having global footprints aligning business goals with technology execution. Committed to deliver in iterations, solutions that reflect **innovation, reliability, and client satisfaction**.

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### CORE COMPETENCIES

- Collaboration, Facilitation, Servant leader – Be present, Check in 1:1 when needed, be empathetic, not directive, help team resolve interpersonal or technical blockers
- Agile Values - Individual & interaction, working software, customer collaboration, responding to change
- Form, coach, and facilitate scrum team
- Bring team together, continuous delivery of value, no gap (Zero Gap) between customer (PO) and seeing the result
- Triage tech blockers and external impediments
- Defining Project Scope and handling Scope Creep
- Create project vision, develop epic, create prioritised backlog
- Write Acceptance Criteria for User Stories and define Definition of Done
- Conflict resolution, Resolution of impediments and bottle necks for the smooth delivery
- End-to-End Project Management, Release planning, Project Initiation & Planning
- Demonstration and validation of sprint, Retrospect sprint and release, Agile/Scrum/SAFe/DevOps Delivery

- Proactive Risk Assessment, Identification, Mitigation and Monitoring – ROAM Framework (Resolve, Own, Accept, Mitigate)
- Risk assessment Methods -Probability tree, Pareto Analysis, Probability and impact grid, Expected Monetary Value (EMV), Risk Spike
- Risk Communication – Risk Burndown chart
- Metrics – Velocity Chart, Team Capacity, Sprint Burndown and Burnup Charts, Release Burndown, Lead Time, Cycle Time, WIP (Work in Progress), CDF (Cumulative Flow Diagram), Escape Defects, Defect Density, Happiness Metrics, F
- Backlog Prioritization techniques and tools – MoSCow Method, RICE Scoring, Kano Model for going beyond basics for delighters to bring Wow moment to the customer, Cost of Delay impact, Stack ranking
- Estimation of epic and user stories
- Estimation Techniques – Planning Poker, T-Shirt Sizing, Bucket System, Dot Voting, Affinity Estimation,
- Creating Independent, Negotiable, Valuable, Estimable, Small and Testable User Stories
- WBS (Work Breakdown Structure) – Develop **Epic**, Create Independent, Negotiable, Valuable, Estimable, Small, Testable **User Stories** and breakdown user stories to independent committable **Tasks**
- Nurture team culture – encourage open conversation and psychological safety, celebrate small wins, and promote no-blame space for rising concerns
- Stakeholder Communication & Alignment, Work with stakeholders to unblock the team
- Change Management – Formal Change Control Process
- Gamification – Planet in Orbit, Photo Finish, Lego Retrospective, 2 Truths and a Lie About This Sprint
- A Team Health Check – Health check form and health check game
- Cloud Solutions (Azure), DevOps, CI/CD Pipeline – Git and Jenkins
- Gap Analysis, RAID (Risk, Action, Issue, Decision), RACI Matrix (Roles and responsibility based on Responsible – Accountable – Consult – Inform matrix), Decision Log
- Minimizing Technology Debt – Practicing Refactoring, Peer Review, Moving Left, Fail Early, Security and Testing integration from the beginning
- Quality Assurance & Audit Readiness
- Documentation & Reporting Excellence
- Build Self organised team - Working on Pulling way of work allocation (PULL Requests and PULL the requirements) and not on pushing way of work allocation
- Focus on right things – value to customer, human interaction, good information, monitoring behaviour of customers, where the value is most

- SDLC, Waterfall model, Agile Methodology, Scrum framework, Hybrid model
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## PROFESSIONAL EXPERIENCE

### DB Schenker

*Assistant Manager - Scrum Master / Technology Analyst / Technical Author*  
*June 2022 – 11 Jun 2025 / Gurugram (Hybrid)*

1. Intention driven and serve as servant leader:
  - Align calendars and prioritize
  - Reach out to team and stakeholders who might need extra support
2. Facilitate Daily Scrum
  - Keep it under 15 mins
  - Reinforce the Purpose of the Meeting
  - Help Developers to Focus on what blocking sprint progress
3. Observe the System
  - Watch for issues, handoff delays, or misalignments
  - Assess team adherence to Agile Values and practices
4. Support the Product Owner
  - Clarify priorities or goals if needed
  - Assist with backlog refinement
  - Assist stakeholder communication
5. Clear External Impediments
  - Triage tech blockers or external delays
  - Work with stakeholders to unblock the team
6. Nurture Team Culture
  - Encourage open conversation and psychological safety\
  - Celebrate small wins and personal growth
  - Promote no-blame space for rising concerns
7. Practice Servant Leadership
  - Be present – check 1:1 when needed
  - Be empathetic, not directive
  - Help team resolve interpersonal or technical blocker
8. Reflect and Reset

- Review on decisions and leadership
  - Choose scrum values to reflect
9. Risk Management, Conflict Management, Stakeholder Management, Budget Management, Resource Management, Scope Management, Quality Management, End-to-End Project Management
  10. Prepare and conduct scrum ceremonies
  11. Prepare and communicate metrics and reports to stakeholders
  12. Monitor team and sprint progress
  13. Executed cloud migration to Microsoft Azure and enabling scalable, secure operations.
  14. Directed **globally distributed Agile teams**, improving sprint efficiency by 25% and enhancing team engagement.
  15. Ensured **regulatory and SLA compliance** across systems, maintaining 100% delivery success.
  16. Collaborated with executive stakeholders to produce weekly project health reports and dashboards.
  17. Project documents – project charter, project plan, stakeholder register, requirement document, risk plan, risk register, Work Breakdown structure, CR Form, Status report, Lesson learnt lesson, Project closure document

#### **Key Achievements:**

Reduced reporting errors by 40%, improved delivery velocity by 25%, and ensured uninterrupted operations during live transitions.

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#### **Alepo Technologies**

*Sr. Technical Writer | Scrum Master*

*April 2021 – February 2022 | Pune (Remote)*

- Facilitate and mentor the team to follow scrum practices to conduct scrum ceremonies
- Deliver high valued shipments in timeboxed framework focusing on prioritised work items that adds value to business and stakeholder satisfaction
- Closely worked with Product Owner for backlog prioritization and refinement
- Prioritised product backlog in advance for two sprints so that product owner absence does not affect the sprint progress
- CR Management
- Continuous Customer feedback
- Writing acceptance criteria for each user story to list down clear and testable conditions that must met for user story that is considered complete and accepted by the stakeholders. That helps the scrum team to foresee what 'done' looks like for a user story

- Facilitate team for userstory storypoint estimation
- Strengthen five scrum values in team through mentoring and facilitation – Focus, Openness, Respect, Commitment and Courage
- Remove impediments and bottlenecks that affect sprint progress
- Closely worked with management and stakeholders
- Risk Management, Conflict Management, Stakeholder Management, Budget Management, Resource Management, Scope Management, Quality Management, End-to-End Project Management
- Client facing documents – user guides, product manuals, API documentations, Release notes, trouble shooting guides, case studies, code document, instructional manuals, reference manuals, installation guides, white paper
- Project documents – project charter, project plan, stakeholder register, requirement document, risk plan, risk register, Work Breakdown structure, CR Form, Status report, Lesson learnt lesson, Project closure document

**Key Achievements:**

Delivered 10+ comprehensive documentation packs; reduced onboarding cycle time by 15%.

**AgreeYa Solutions**

*Scrum Master | Technical Writer*

*June 2018 – April 2021 | Noida*

- Client facing documents – user guides, product manuals, API documentations, Release notes, trouble shooting guides, case studies, code document, instructional manuals, reference manuals, installation guides, white paper
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**Key Achievements:**

Improved client satisfaction scores by 30%; reduced onboarding friction through structured SOP frameworks.

## JK Techno Soft

Technical Writer / Software Quality Analyst

June 2016 – June 2018 | Noida

- Client facing documents – user guides, product manuals, API documentations, Release notes, troubleshooting guides, case studies, code document, instructional manuals, reference manuals, installation guides, white paper
- Project documents – project charter, project plan, stakeholder register, requirement document, risk plan, risk register, Work Breakdown structure, CR Form, Status report, Lesson learnt lesson, Project closure document
- Conducted internal audits and QA reviews aligned with **ISO, Six Sigma**, and **CMMI** frameworks.
- Coordinated between business and development teams to ensure documentation supported project delivery and compliance audits.

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## EDUCATION

### Bachelor of Technology (B.Tech)

Electronics & Telecommunication Engineering

Biju Patnaik University of Technology (BPUT), Odisha, India

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## CERTIFICATIONS

- **Certified Scrum Master (CSM)** – Scrum Alliance (Valid till Dec 2025)
- **Six Sigma Green Belt** – Indian Statistical Institute (Oct 2017)
- **Pursuing SAFe Agilist Certification** – 2025

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## MY TECHNOLOGY STACK

Scrum Event	Relevant Tools/Stack	Purpose
<ul style="list-style-type: none"><li>• <b>Sprint Planning</b></li></ul>	Azure DevOps, Jira	Breakdown of stories into tasks; plan development using tech stack components.
<ul style="list-style-type: none"><li>• <b>Daily Stand-up</b></li></ul>	Git (commits), Azure DevOps board, Jenkins status	Track progress and blockers based on latest pipeline & branch status.
<ul style="list-style-type: none"><li>• <b>Sprint Review</b></li></ul>	Frontend (React), APIs (.NET), DB, Deployed Build (CI/CD), Kubernetes	Demonstrate working increment deployed via pipeline, backed by

		functional code & UI.
<ul style="list-style-type: none"> <li>• <b>Sprint Retrospective</b></li> </ul>	SonarQube (code issues), CI/CD failure data, Monitoring logs (Grafana, ELK)	Analyse defects, tech debt, and refine Definition of Done.
<ul style="list-style-type: none"> <li>• <b>Backlog Refinement</b></li> </ul>	Azure DevOps, Postman/Swagger for story breakdown, architecture documents	Estimate and define stories including tech considerations.
<ul style="list-style-type: none"> <li>• <b>Collaboration</b></li> </ul>	Miro, Trello, MS Teams, draw io., JIRA and ADO dashboards, Power BI dashboard, Git	Team collaboration and virtual collaboration

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## TECHNICAL SKILLS

- **Tools:** JIRA, Azure DevOps, Microsoft Project, Trello, Confluence,
  - **Methodologies:** Agile, Scrum, SAFe, DevOps, SDLC
  - **Collaboration Tools** - Miro
  - **Basic Cloud:** Microsoft Azure
  - **Basic Tech Knowledge:** .NET, Java, Software Testing, Testing Automation, CI/CD Pipeline, Jenkins, Git
  - **Documentation:** SRS, SOPs, Risk Logs, QA Reports, Dashboards,
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## SOFT SKILLS

Strategic Thinker | Calm Under Pressure | Influential Communicator | Agile Coach | Cross-Functional Leader | Customer-Centric

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## AFFILIATIONS

- Member – International Institute of Business Analysis (IIBA)
  - Contributor – Business Analysis & Agile Documentation Communities
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## INTERESTS

Author – *“Two Strangers in a Chat Room”* | Blogging | Poetry | Yoga | Swimming | Mentoring  
Women in Tech | Volunteer Educator | Social Reformer and Thinker

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