

PROFESSIONAL EXPERIENCE

Project Manager Scrum Master Role Apr '15 - Present
EXFO Inc Pune, Maharashtra, India

Having worked for 9+ years in project, product, and process management, I am skilled at supervising teams of 20+ members who are geographically dispersed.

Project Management:

- Produce **project plans** that encompass the scope, schedule, resources, and budget.
- Supervise the **execution of products/projects** and ensure that they align with business objectives.
- Oversee **cross-team coordination**, dependencies, and communication with external stakeholders.
- Manage and **mitigate risks** that could impact the project's success in a proactive manner.
- Ensure that the **project stays on track**, within budget, and meets organizational objectives.
- Enhance team **collaboration** and resolve **conflicts** with effective **problem-solving techniques**.
- Aid in the professional **development** and **skill enhancement** of team members.

Product Ownership:

- Manage the **product backlog**, making sure it reflects business priorities and customer needs.
- Prioritize work**, define clear **requirements**, and ensure that the team delivers value.
- Ensure that **stakeholders are engaged**, and the team is focused on delivering the most valuable features.
- Keep **customer-centric focus** by integrating customer feedback and advocacy **user experience**.
- Monitor **KPIs** and analyze **customer feedback** to **continuously improve** the product and process.

Processes:

- Facilitate **Scrum ceremonies** and ensure compliance with Scrum principles.
- Make sure the team is focused on delivering value by facilitating the **removal of impediments**.
- Coach** and support the team in adopting Agile practices and **continuous improvement**.
- Proficient in **Agile methodologies** such as Scrum, Kanban, Lean, and Scaled Agile (SAFe).

Tools & Technologies:

- DevOps, CI/CD, REST API, AWS, Cloud, Microservices, Containers, Dockers, SaaS, SQL
- Jira, GitLab, Trello, FeatureMap, Miro, Monday, Matomo, Slack, Team, Figma, UXPin

Product Support Lead Role Oct '12 - Mar '15
EXFO Inc Pune, Maharashtra, India

- Leading a team** of specialists to ensure **customer issues**, queries, and complaints are **addressed effectively and timely**.
- Ensuring the **team is trained** on the latest product features, tools, and support protocols.
- Handling escalated customer issues that require advanced **troubleshooting** or special attention.
- Managed tracking of TL-9000 **key performance indicators (KPIs)** to ensure **compliance** with **SLAs**.
- Facilitated communication between product management and development teams to relay **customer feedback**, bug reports, and feature requests effectively.
- Providing insights from customer interactions to internal stakeholders to drive **product improvements** and enhance **user experience**.
- Enhance support **processes** and tools to drive **operational efficiency** and elevate **customer satisfaction**.
- Maintaining and expanding a self-service **knowledge base** that customers and teams can use for common issues and questions.
- Preparing regular **reports** on KPIs, customer satisfaction, and key product issues.
- Identify **root causes** of customer issues and recommend solutions to prevent recurring problems.

CERTIFICATIONS

- Professional Scrum Product Owner I (PSPO I)** - Apr '22
- Professional Scrum Master I (PSM I)** - Dec '17
- Information Technology Infrastructure Library (ITIL)** - Dec'17
- Product Management Professional (PMP)** - Mar '16

EDUCATION

B.E. – Electronics and Communication Jul '01 - Jun '04
Bhavnagar University Bhavnagar, Gujarat, India

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SUMMARY

Emphasizing high-level project delivery, resource management, stakeholder communication, and overall project success across teams. Owns the product backlog, defines and prioritizes the work, and ensures that the team delivers the highest-value features to stakeholders. A servant-leader who prioritizes facilitating the Scrum process, removing obstacles, and supporting team collaboration and continuous improvement.

KEY SKILLS

Project/Product Management:

Release Planning, Iterative Delivery, Sprint Planning, Time management, Requirement Management, Budgeting, Change Management, Roadmapping, Product Strategy, Backlog Prioritization, Defining MVP, Product Life cycle

Agile Methodologies: Scrum,

Kanban, Lean, Scaled Agile (SAFe)

Data & Analytics: Metrics & KPIs

tracking, A/B Testing, User Story Mapping, Market Research, Competitive Analysis, Data-driven decision making

Leadership: Cross-Functional Team

Collaboration, Risk management, Conflict resolution, Negotiation, Problem Solving, Stakeholder Management, Creativity and innovation, Coaching, Adaptability

User-Centric Approach: Customer

Feedback Integration, Quality Assurance, User Experience (UX)