



Shireen Nimachwala
Certified Scrum Master | Certified Adobe
Commerce Cloud Expert

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Skills & Competencies

Agile & Scrum Practices

- ✓ Agile Methodology (Scrum, Kanban)
- ✓ Product Backlog Management
- ✓ Stakeholder Management
- ✓ Servant Leadership
- ✓ Continuous Improvement & Process Optimization
- ✓ Conflict Resolution & Change Management
- ✓ Cross-functional Team Collaboration
- ✓ Training & Workshop Facilitation
- ✓ Performance Metrics & Reporting

Technical & Analytical Skills

- ✓ Agile & Collaboration Tools (JIRA, Confluence)
- ✓ Microsoft Office Suite (Excel, PowerPoint, Word)
- ✓ Adobe Commerce Cloud (Magento 2.x)
- ✓ PHP, JavaScript, jQuery, MySQL, GraphQL, REST APIs
- ✓ Git, Bitbucket, Apache, Nginx

Languages

- ✓ English
- ✓ Hindi

Hobbies

- ✓ Fitness Enthusiast
- ✓ Gardening

Profile

- Over 10 years of experience in leading and facilitating Agile team managing, support workflows using Scrum & Kanban, and delivering high-quality solutions in fast-paced environments.
- Adept at facilitating Agile teams, optimizing workflows, and ensuring successful project delivery
- Strong expertise in Scrum, Kanban, stakeholder management, and continuous improvement
- Passionate about fostering high-performing teams and driving business value through Agile methodologies
- Excellent problem-solving abilities with a proven track record of successfully driving teams, identifying and implementing best practices to elevate quality and enforcing agility across teams and organization for better performance
- Possessing a strong blend of technical expertise, leadership skills, and a commitment to continuous learning and professional growth

Work Experience

Associate Development Lead & Scrum Master | Dentsu, Pune India | Jan 2021 – Present

Project: Adobe Managed Services & Mercurry

Tech Stack – Snowflake, Python, Tableau, SQL, Adobe Cloud Commerce

- Serving & leading the team as a Scrum master for two different teams, ensuring the quality process for various support incidents/features, from assignment, resolution to closure is done within SLA by enabling to remove impediments and resolve conflicts **resulting in monthly 30% improvement in the CSAT scores**
- Conducting and promoting facilitation of Scrum events such as planning, daily stand-ups, and retrospectives leading team ownership, engagement and project success
- Co-ordinating and prioritizing support tickets, ensuring timely resolution and stakeholder satisfaction
- Using Scrum values & methodologies to foster team collaboration, backlog refinement to streamline workflows, **reducing average resolution and delivery time by 25%**
- Collaborating and facilitating alignment with Stakeholders, Product owners and Customer success team seeking feedback to help identify improvements to enhance quality and consistency in support and delivery
- Facilitating and encouraging agile coaching to create a productive and open environment where team members take ownership and find satisfaction in their work
- Assessing the Scrum Maturity of the team and organization and coaching the team to higher levels of engagement, at a pace that is sustainable and comfortable for the team and organization.

Senior Software Engineer | Cybage Software, Pune, India | Oct 2012 – Dec 2020

Project: Jellyfish Training (E-learning Platform)

- Led the development and implementation of an online training platform using **Magento for a Scrum team**
- Helped Product owner and development team to adhere to practices and deliver quality results
- Developed and maintained technical documentation for investigating potential product defects, contributing to the development of automation techniques and diagnostic tools to drive product improvements and new team members onboarding

- Managed cross-functional teams, ensuring seamless delivery of project milestones
- Developed and integrated custom modules, payment gateways, and CRM systems
- Optimized database queries and implemented caching strategies for improved performance

Project: LogicBroker d360 (Dropshipping Module)

- Developed an automated order routing system integrating Magento with suppliers via APIs.
- Created reporting dashboards to monitor fulfillment, supplier performance, and shipping efficiency.
- Provide technical support and documentation for the module

Project: Curtmfg (Multi-store E-commerce Platform)

- Customized warehouse management modules and optimized order fulfillment processes
- Developed CLI-based scripts for bulk category and product imports
- Performing self and peer code reviews, Optimize code for scalability and efficiency
- Conduct thorough testing and debugging to maintain high-quality standards

Software Engineer | Perficient Inc | Jun 2010 – Oct 2012

- Assisted in the development and deployment of Magento websites, focusing on backend functionality.
- Worked closely with senior developers to troubleshoot and resolve issues in existing Magento installations.
- Contributed to the creation of technical documentation for internal knowledge sharing.

Education & Certifications

- **Bachelor of Computer Applications | RSTM Nagpur University | 2008**
- **Certified Scrum Master | Scrum Alliance | 2023**
- **Adobe Certified Commerce Cloud Developer Expert | Adobe | 2022**
- **Diploma in .NET | NIIT | 2009**

Achievements & Awards

- Extra Mile Award – Received the extra mile award for demonstrating continuous excellence and sustained efforts to adopt and promote best business practices as an individual
- Experience Champion – Received the experience champion award for outstanding contribution and commitment for improving workplace experience
- Best Cross Collaboration Team – Received the team award for achieving the business goals and exemplary customer-centric approach
- Helped Team to reduce Cycle time and Lead time by an average of 30% resulting in customer satisfaction and building trust
- Participated as a Trainer in organizational wide initiative for presenting on Gen AI Use cases in day-to-day tasks as a Scrum Master/Lead