NIKHIL KEDAR

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- **High-energy driven professional with experience across Banking, FMCG and Healthcare domains for major clients like Philips, Sanofi, AIRBUS, P&G, JPMC, State of Florida and Novartis.**
- Persuasive & Influential Professional, targeting assignments in Project Management with an organization of repute, preferably in IT.
- 5 years as Scrum Master **(Immediate Joiner)**, 8+ years' experience as a Service Delivery / Lead in Support/maintenance and development projects for Web/Windows Based applications using multiple Technologies. Managing complete IT Service Delivery with abilities in strategically managing IT operations and initiatives, involving planning, root cause analysis, and implementation of IT applications and infrastructure following complete SDLC and Agile Methodology. Hands-on in leading end-to-end IT Service Delivery.
- Delivered flagship multi-vendor projects on time, Strong experience as Scrum master, Project Lead/Service Delivery & project manager open to handle challenging multi-role projects.
- My core competencies include removing blockers, mentoring team members, and coaching teams to deliver high-quality products.
- My mission is to create and sustain a joyful environment where teams can thrive and grow.
- Exposure as Onsite project coordinator at France.
- Successfully evaluated project progress, identified problems, implemented company procedures, designing reports, Guide team in analyzing quantitative & qualitative business data to deliver solutions fulfilling customer needs.
- Competent in driving deployment of projects & system development strategy while ensuring maximum operational efficiency; reviewed existing systems & business requirements and facilitated implementation of new systems/processes in line with the business goal and objectives
- Demonstrated exceptional project management skills by successfully handling a diverse range of projects, including Managed Services, Transformation & Migration projects, and Infrastructure projects.

CORE C O M P E T E N C I E S:

Scrum Master/IT Service Delivery: Scrum ceremonies | Impediments | CI/CD | Backlog management & Refinement | Delivery Management | Automation | Customer Experience | Outages/High-severity Incident Resolution | High-level Escalation Resolution | Application Migration | Stakeholder & Vendor Management |Incident Management | Service Request |Change Management | Release management.

IT Operations Management: Hardware & Service Support | End- user Requirements | Technical Support | IT Infrastructure Management | Process Re-engineering.

Program Management: End-To-End Program Lifecycle | Managed Services | Migration Project | Infrastructure Projects | System Management | Agile Methodologies.

Team Leadership: Recruitment | On-boarding | Team Mentorship & Management.

P R O F E S S I O N A L E X P E R I E N C E:

ATOS, Pune | Scrum Master / Service Delivery / Technical Lead / Senior Developer | Sep 2008 – Feb 2024

- **Philips – Netherland: Scrum Master/IT Service Delivery, Program Management, Team Leadership & Support for Global Customers**
  Role: Scrum Master / Service Delivery / Technical Lead (Team Size 20+)
  Technology: ASP .NET | PHP | Cognos | Power Shell | Oracle Forms | Oracle Apex | Oracle 9.0 | JAMS Scheduler | Third party vendor tool (Click, SFT & Facilities & Maintenance Management Software)

  Accountabilities
  - Contributed to setup DevOps and mentored team to create CI/CD pipeline setup for continuous integration & Continuous delivery stack.
  - Setup Scrum Teams, capacity planning, mentored and facilitated Scrum ceremonies (Sprint planning, Daily standup, Sprint review and Sprint retro).
  - Involved with client on sprint demos and managing UAT defect triage calls.
  - Coaching scrum framework and agile methodologies to team members and key stakeholders.
  - Performed Agile Readiness Assessment, maturity assessment, Gap Analysis, and maturity improvement as a part of Agile Transformation.
  - Collected, Tracked, Analyzed and Reported Scrum & Technical Metrics through Sprint Burn-Down Reports, and velocity target updates.

- Generating product related report, analyzing trends based on business plan, forecast Vs actual performance and rendering concise & timely analysis to senior management for enabling better business decision-making.
- Dynamic dashboard management to highlight project / phases in RAG for Senior stakeholders.
- Collaborating with third party agency to resolve post promotional issues/escalations of end customers, interacting with Product, Team to understand price/product related issues and suggesting solution.
- Improved synchronization across Scrum Teams via SoS and regular interactions.
- Conflict and Impediments resolution.
- Taken productive steps based on various Retro formats.
- Knowledgeable on ATDD, TDD, various metrics including burn-down/up charts.
- Work closely with product owners in backlog management and continuous delivery of features.
- Managed end-to-end service delivery management throughout entire application development lifecycle, including delivery, management, post-implementation review.
- Managed incident, service request, change, and escalation processes with high levels of performance across processes.
- Involved senior management in resolving high-level escalations within business escalation procedures.
- Attended meeting with clients & project leads, provided status updates, exchanged new ideas, regarding business testing process , maintained relationship with all team members and coordinated with developers.
- Maintained all KPIs in green.
- Conducted daily, weekly meetings with all stakeholders to share all relevant updates and highlighting risks, analysis, gaps and solutions.
- Production defects support planning & management Monthly & weekly reports to management.
- Onboarding and offboarding of resources.
- Prepared value-added knowledge base documents and maintained in central repository.
- Created problem solving techniques like Kaizen, PRIDE, 3C for long pending tickets.
- Managed end-to-end application and OS migration.
- Led relationship-building with customer project managers and key stakeholders, ensuring high customer satisfaction and delivering excellence in service.

Cognizant, Pune as Associate | Nov 2007 – Sep 2008

o **Novartis– USA: Team Leadership , IT Operations & Support for Global Customers**
  Role: Associate (Team Size 15+)
  Technology: PHP | Oracle 10g | HTML | AJAX | JavaScript

  Accountabilities
- Involved in Project Estimation, Release Planning, Peer Review, Defect resolution & environment set-up.
- Involved in design phase.
- Create requirement documents.
- Manage End to End deployment and UAT support.
- Performed thorough development & deployment for the web application using various data bases Performed Unit testing, System, Supported User Acceptance Testing.
- Analyzing & resolving defects.
- Prepare daily and weekly status reports and phase wise completion report.
- Received Associate of the quarter.
- Overseeing and leading a team of 15, based at multiple geographies.

Sungard Offshore Services, Pune as Developer | Oct 2006 – Nov 2007

o **JPMC, State of Florida– USA: IT Operations & Support for Global Customers**
  Role: Developer
  Technology: Omni Script | PHP | Java Script

  Accountabilities
- Analysis and understand the requirements specified by the business.
- Prepare req. understanding document.
- Prepare draft Design document.
- Execution of Unit Test cases.
- Maintain Unit Test logs.
- Prepare deployment pack.

- Performed through development of the application.
- Defects analyzing and resolving.

SKILL/TOOLS/TECHNOLOGY:

Agile, Scrum, Kanban, TDD, BDD, DevOps, JIRA, Confluence, SNOW, HPQC, Jenkins, SONAR, Ansible, Docker, Maven, GIT, SVN, Tomcat, Apache, Zend sever, LAMP (Linux, Apache, MySQL, PHP), Drupal, Symphony, E2Z.

CERTIFICATION:

SAFe agilist, CSM professional

AWARDS AND RECOGNITION:

AtoS: Accolade Silver Individual
Cognizant: Associate of the quarter

EDUCATIONAL BACKGROUND:

Master in Computer Management (M.C.M) from SIMIR Inst. under Pune University.
Master in Business Administration(M.B.A) from SIMIR Inst. under SIMIR Inst.(Autonomous).
B.Com from Pune University.