ABHISHEK DEVARAKONDA

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CSM
SCRUM MASTER
Badge ID
1954917

PROFESSIONAL SUMMARY

Certified Scrum Master with 8+ years of experience in Information Technology and Manufacturing, including **4+ years in Agile Project Management**. Proven expertise in facilitating agile ceremonies, coaching teams, & delivering high-value projects. Adept at optimizing workflows, removing impediments, and fostering a culture of continuous improvement. Skilled in stakeholder collaboration, risk management, & agile metrics analysis.

CORE COMPETENCIES

✔ Agile Methodology (Scrum, Kanban, SAFe)
✔ Sprint Planning & Execution
✔ Team Leadership & Coaching
✔ Stakeholder Management

✔ Risk & Dependency Management
✔ Agile Metrics (Burndown, Velocity, Cycle Time)
✔ Continuous Improvement & Process Optimization
✔ JIRA | Confluence | MS Office

PROFESSIONAL EXPERIENCE

Scrum Master   **Neptune Information Solutions, Bangalore**   📅 *Apr 2021 – Present*

Responsibilities:

• Led Agile ceremonies (Sprint planning, stand-ups, sprint review, retrospectives) across multiple teams to ensure timely product delivery.

• Collaborated with Product Owners and stakeholders to refine product backlogs and align them with business goals.

• Optimized team performance, increasing sprint velocity through agile best practices.

• Knowledge of Program Increment (PI) planning and cross-team coordination to manage dependencies.

• Removed impediments and streamlined workflows, reducing sprint delays.

• Led Scrum adoption across multiple teams, ensuring efficient sprint execution by Coaching teams to foster self-organization and ownership of sprint commitments

• Tracked critical events and improved cross-team collaboration for feature rollouts.

• Enhanced risk mitigation strategies, reducing project bottlenecks.

• Knowledge of Agile Release Train (ART) coordination, mitigating cross-team dependencies and risks.

• Utilized JIRA & Confluence for backlog tracking, sprint monitoring, and Agile reporting.

Projects:

1. Nationwide Insurance Application   **Duration:** Apr 2023 – Present
Client: Nationwide Insurance & Financial Services   **Environment:** JIRA, Confluence

Overview:

Nationwide Insurance is a Fortune 100 financial services company that provides a comprehensive range of insurance and investment solutions across the United States. This project involves the development and enhancement of a digital insurance platform, enabling seamless access to policy management, claims processing, financial planning, and customer support. The system integrates web and mobile applications, ensuring a user-friendly, secure, and scalable experience for both customers and agents.

✓ **Key features:**
- Web and mobile applications for customers to manage policies, track claims, and make payments.
- AI-driven claims assessment and fraud detection for faster claim settlements.
- End-to-end policy creation, updates, renewals, and cancellations with real-time notifications.
- Advanced analytics for evaluating risk profiles and dynamic premium adjustments.
- Support for annuities, mutual funds, and retirement planning within the same platform.
- AI-powered chatbots and live support for personalized customer assistance.
- Ensures adherence to financial regulations (SOX, GDPR) with robust data encryption.

2. Accurate Solutions for Hospital Management   **Duration:** Apr 2021 – Apr 2023
       Client: Accurate Health Care, USA   **Environment:** JIRA, MS Office

Overview:

Accurate Solutions is a comprehensive Healthcare Management Information System (HMIS) designed for medium to large hospitals. The system seamlessly integrates front-line hospital operations with administrative and financial services to streamline patient care and hospital management. The solution includes web and mobile applications supporting various hospital functions.

✓ **Key features:**
- Patient Registration & Appointment Scheduling
- ICU/CCU, Operation Theaters & Daycare Units Management
- Pharmacy, Laboratories, Radiology, and Blood Bank Integration
- Medical Records, ADT, and Billing Services
- HRMS, Finance, Housekeeping, Food Services & Engineering Departments
- Secure payment integration with PayPal

🏆 **Achievements:**
- Reduced sprint delays by 30% through effective dependency management.
- Improved sprint velocity by 20% using Agile best practices and team coaching.
- Received special recognition from senior management for enhancing Agile adoption.

Senior Industrial Engineer   Elecon Engineering Co. LTD, Anand

📅 *Oct 2016 – Aug 2020*

Environment: AutoCAD, SmartCAM, SolidWorks, Creo, ERP

- Developed CNC machine codes using Computer-Aided Manufacturing (CAM) to improve precision and efficiency.

- Designed & analyzed precision blueprints and technical models, ensuring compliance with quality, cost, and engineering standards.

- Innovated machining processes, introducing Helical Interpolation using High Feed Mill Cutters, reducing machining costs, tools, and time by eliminating unnecessary rough boring operations.

- Optimized production workflow by restructuring the Coupling Division into three specialized cells based on material size and available fixtures, reducing losses from 16 different inefficiencies.

- Conducted procurement audits and developed statistical reports for tools and machines, improving supply chain efficiency.

Role: **Project Coordinator** 📅 *Apr 2019 – Aug 2020*
Environment: MS Office, SolidWorks

- Automated CNC programming by developing Visual Basic Macros in MS Excel, eliminating the need for CAM software.

- Optimized workflow patterns by developing detailed reports on machine efficiency, downtime, and productivity, ensuring alignment with company goals.

- Implemented Lean Manufacturing practices (TPM, 5S, Kaizen, Gemba, Jidoka) to enhance operational efficiency and reduce waste.

- Increased machine productivity by 90% by analyzing Rate of Performance (ROP) and applying WHY-WHY analysis to eliminate performance bottlenecks.

- Reduced tooling costs by standardizing tools using KAIZEN methodologies and reprocessing defective tools into reusable ones.

- Mentored new employees on CNC programming and manufacturing processes, enhancing team capabilities and efficiency.

- Developed automation macros, reducing manual efforts and improving operational efficiency.

- Led cross-functional teams, enhancing machine performance by 30%.

🏆 **Achievements:**

- Improved productivity by 90% through lean manufacturing optimizations.
- Reduced machining costs and processing time by introducing innovative boring operations.
- Automated CNC programming, eliminating manual inefficiencies and boosting accuracy.
- Standardized processes & trained new employees, ensuring smooth operations and quality control.

Maintenance Engineer　　　　**Balaji Industries, Hyderabad**　　📅 *Dec 2014 – Oct 2015*

- Conducted quality control and production planning, ensuring smooth plant operations.

- Installed and maintained industrial equipment, minimizing downtime and optimizing performance.

EDUCATION & CERTIFICATIONS

✔ **Certified Scrum Master (CSM)** | Scrum Alliance (**2024 – 2026**)
✔ **Master of Business Administration (MBA)** | IIBM Institute of Business Management (**2017 – 2019**)
✔ **Bachelor of Technology (B.Tech)** | Kamala Institute of Technology & Science (JNTUH) (**2010 – 2014**)

TOOLS & TECHNOLOGIES

JIRA | Confluence | MS Office | Agile Metrics | SDLC | Scrum | Waterfall | Kanban

Abhishek Devarakonda
Scrum Master