

**PRAGADHEESWARI ARUNKUMAR, ICP-ACC, SAFe Agilist ,
ITILV3F,SCJP,ASCENT LEADERSHIP MASTER CERTIFICATE IN TCS.**

**Agile DevOps Coach | Scrum Master | Support Service Management |
Stakeholder Management**

**Project Management | Retail Domain – Stock , POS Checkout Support
Management**



Key Skills

Customer Service

Agile – Scrum / Kanban
Coaching / Mentoring

Agile – DevOps Coaching

Agile Team Metrics, DevOps
DORA Metrics Coaching

ITSM Support Operations Lead

Support Solution Assessment &
Validation

Customer / Stakeholder
Management

SLA Management

Leadership

Project Management

People Management

Incident Management

ITIL Environment Experience



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Profile Summary

- 16+ years of experience in various roles such as AgileDevOps Coach , ScrumMaster , Service Delivery Lead of large IT projects, production support , operations management, Java,J2EE Developer , cross-functional experience on leading end to end support operations of stock operations ,purchase experience – point of sales checkout operations , JAVA / J2EE Development.

- Working experience as Agile DevOps Coach , Scrum Master.

- Versatile leader with coaching , excellent project management skills , Leadership , customer /Stakeholder / People Management skills.

- Prior working experience as **Service Delivery Lead** taking care of **Retail – Stock Operations Support** and the **Point of Sale Checkout Operations support for renowned Retailer in UK.**

- Hands On experience in People and delivery management with expertise in **Waterfall & Agile Scrum methodologies using JIRA , CONFLUENCE , REMEDY** as project Management tools; Gained International Implementation experiences in JAPAN . Executed projects within SLA compliance and delivering within the given timeline.

- Recognized for successfully planning , execution , tracking / monitoring , controlling and completing the production support lead activities. Believe in continuously improving team's performance and gradually performing consistently.

- Exhibited leadership in spearheading the entire transition operations , resource deployment / utilization monitoring and stakeholder and senior management reporting.

- Team-based management style coupled with the zeal to drive vision into reality.**



Education

- Bachelor of Engineering Degree in Computer Science** from Anna University in 2006.
- Ascent Master Certification in Leadership** from **TCS** in 2015.



Certification

- ICP-ACC – ICAgile Professional Agile Coach Training Completion.
- SAFe Agilist – Scaled Agile Inc. certified SAFe Agilist
- ITILV3F – Foundation in Service Management
- SCJP – Sun Certified Java Programmer.
- TCS ASCENT Leadership Certified.



Work Experience

Significant Accomplishments

- TCS Contextual Master Award
- BEST LEARNER OF THE BATCH – TCS ASCENT Leadership
- TCS Business 4.0 DOJO Program Completion
- TCS “FIND YOUR EVEREST” Leadership Program Completion
- STAR Of the MONTH – Agile Coaching Team
- ON THE SPOT AWARD – Agile Coaching Team
- ON THE SPOT AWARD for TCS T-Factor Learning Score Achievement
- STAR TEAM award – Point of Sale Support Team
- BEST TEAM award for Walgreens – NextGen POS Support

Personal Details

Apr’22 – Jan’23 : Marks and Spencers Account

Role : Scrum Master / Technical Programme Manager

Key Result Areas:

- Spearheaded a new Agile Product team from the scratch of the product.
- Have coached this new Agile Team on Agile Basics , Scrum basics , concepts , ceremonies and Agile ways of working.
- Executed PI Planning event of this team being a Scrum Master.
- Daily Customer Engagement done via different Scrum Ceremonies.
- Agile Tools - JIRA , JIRA Align , OKR workmate being introduced to the new team for their understanding and adherence.
- Customers , Internal Leadership team appraised about the work progress of current sprint activities via Delivery Review Meets , tools JIRA , JIRA Align , OKR workmate.
- Promoted Lean Thinking and DORA metrics such as reduced cycle times, Increase in Deployment Frequency , Increase in Automation Leverage , Automation coverage , Reduction in Tech Debt , OKR adherence at all levels.
- Coached Leadership , Agile Product team on the above metrics.
- Performed Feature Slicing relevant to the product and further JIRA story slicing.
- Managed cross JIRA Dependencies till it was delivered by respective Dependent teams.
- As an additional voluntary responsibility , I had helped in building Agility across Enterprise Agile teams in the account by coaching TCS Agile Competency program Level 1 , Level 2 till their completion and adherence.
- Periodically delivered group training in the following disciplines to the current product team , all Agile Teams across the enterprise around - Introduction to Agile , Scrum , Kanban , DORA Metrics.

Date of Birth : 14 February 1985

Languages known : English & Tamil.

Nationality : Indian

Annexure :

Aug'20 – Apr'22 : Marks and Spencers Account

Role : Agile DevOps Coach / Scrum Master.

- ▶ Coached Leadership, agile teams on the Product Mindset , DevOps Transformation Program , OKR and its adoption.
- ▶ Delivered group training in the following disciplines – Introduction to Agile , Scrum , Kanban. sessions were attended by over 600+ employees over 1.8 years coaching.
- ▶ Worked closely with multiple agile teams , customers to evaluate their product's Agile Maturity and Product Maturity and helped in validating , identifying their team level continuous improvement items , thus fostering a culture of continuous improvement.
- ▶ Coached the Agile product teams on the recommendations / guidelines to achieve their continuous improvement items.
- ▶ Coached Leadership team on PI Planning and facilitated for few of the portfolios.
- ▶ Observed Scrum ceremonies and provided feedback to scrum masters , agile team , leadership regarding how to achieve desired outcomes through running effective scrum ceremonies.
- ▶ Being a Multi team coach , coached around 16 Agile teams over 1.5 years who were at different Agile Maturity
- ▶ Delivered Scrum Master Coaching sessions to 15+ Scrum Masters across the enterprise.
- ▶ Skilled in motivating and convincing the leadership , Scrum Masters , Agile teams , the Adoption of Agile Practises and behaviours
- ▶ Coached teams on DevOps and its adoption. Automation , Test Automation , Test Driven Development (TDD) , Continuous Integration (CI) , Continuous Deployment (CD) .
- ▶ Feature Slicing workshops conducted for 5+ Agile teams.
- ▶ Created Agile , JIRA engaging video podcasts , audio podcasts for the benefit of Agile Team's learning.
- ▶ Helped in building Agility across the organization by coaching , co-ordinating TCS Agile Competency program Level 1 , level 2 , etc.

- ▶ Published Enterprise Dependency Reporting to customers , leadership , RTEs , Scrum Masters and coached them on Sprint-wise Dependency Reporting.
- ▶ Supported and facilitated Scrum Master Community Of Practise.
- ▶ Coached Agile teams on Agile Metrics , JIRA , JIRA Align tools and dashboards.

Jan'2018 – Aug'2020 : Marks and Spencers Account – Retail RAS Support

Role : Service Delivery Lead

- ▶ Responsible for managing the end to end support operations of Retail POS team.
- ▶ Incident SLA compliance , adherence , reporting / Incident Inflow trend analysis.
- ▶ Represented Weekly , Fortnightly , Monthly Service Review with customers , TCS Senior Management.
- ▶ Team Management – Had 5 Support Leads along with 40 + support executives.
- ▶ Analyzed Incident Resolution Effort analysis for the teams handled.
- ▶ Ensured delivery of incidents within SLA.
- ▶ Service Requests of users are also handled and delivered.
- ▶ Being a role model team for RFP study for an external account ADIDAS Retail.
- ▶ Providing value add to customers YoY through continuous service improvement.
- ▶ Reporting periodic updates to customers , internal stakeholders through regular reporting.

Aug'2013 – Apr'2016: Microsoft Mobile Oy – Formerly called as NOKIA Inc- PLM Support.

Role : Support Operations Delivery Lead

- ▶ Ensuring offshore service delivery operations of PLM 789 cluster production support applications.
- ▶ Stakeholder Management complying all metrics (both client specified and TCS) are followed.
- ▶ Compliance of all Metrics – both client specified and TCS are adhered.

Oct'2011 – Sep'2012 : Walgreens

Role : Support Operations Module Lead

- ▶ Performed the role of Module Lead for POS – BACKOFFICE module , handling backoffice related functionalities in the live POS stores. Issues in the stores related to cash management , cash shortage , cash overage , sales – payout mismatch are addressed.
- ▶ Will be in contact with store managers of different regions of USA , to understand the issue faced by them in store to provide dynamic and efficient Business continuity .
- ▶ Incident Management, SLA Management.

Mar'2011 – Sep'2011 : NOKIA INC (Later took over by Microsoft Mobile Oy)

Role : Project Lead

- ▶ BOR – Bill Of Repairs Application , SCA – Sample Collections Application are handled thereby analyzing the requirements , providing estimates and allocating the requirements to the team.
- ▶ Defect Management by team .
- ▶ Adhered 100 % On Time Delivery.
- ▶ Client , Stakeholder Management.

Oct'2010 – Feb'2011 : NOKIA INC (Later took over by Microsoft Mobile Oy)

Role : Java Developer

- ▶ Developed Integration patterns using open source ESB namely FUSE (Service Mix) ESB.
- ▶ Handled development in MULE ESB independently and completed the same integration patterns and delivered on-time.
- ▶ Taken up the responsibility in preparing and consolidating the ESB comparison analysis document preparation (comparison between MULE , FUSE , JBOSS ESBs.
- ▶ Taken up the responsibility in post-POC analysis document preparation.

July'2006 – Sep'2010 : SHINSEI BANK – POLARIS SOFTWARE LAB LIMITED

Role : JAVA / J2EE Developer

- ▶ Involved in providing UAT support at client location (Tokyo – Shinsei Bank) for functional level issue fixing of various modules inside Web Banking portal.
- ▶ Involved in development of various modules like Fund Transfer , Time Deposits , Structured Deposits, Account Summary and Customer Support.
- ▶ Handled Fund Transfer Module independently during enhancement and UAT .
- ▶ Involved in Functional , UI level issue fixes.
- ▶ Received Spot Excellence award for handling the Fund Transfer Module for early UAT sign off.
- ▶ Involved in preparing the test cases for various modules which are undergoing UAT.