How do handle conflicts between team; between offshore OR also between onshore and offshore.

We will have internal call between all and hear all the concerns and thoughts from all the team members. It might be related to estimates, delivery, understanding, attitude and relationship.

If it related to delivery and estimates; we will ask them to break up the tasks, ROM (rough order magnitude plus and minus 10) it and add risks and mitigations to the same. Add some buffer and talk to customer here and try to convince with facts.

If it related to attitude and team behaviors we will understand if he has any personal issues and try to give helping hand and also ask him to take a break and come back rejuvenate.

Motivate him/her with some other means by sending appreciation emails from here and customer. Nominate him/her for the Pat on Back.

How do handle customer concerns on delivery, solution, estimates and quality of work.

Estimates – We will estimate based on experience with similar project or work done. Show all the facts here.

Also we will try to also estimate using scientific way like 3 point estimate with average of pessimistic + Optimistic + Experience

Solution approach – Do a quick proof of concept to show the approach and clearly stating the pros & cons and value ads.

Quality of work & Delivery – Revisit the requirements and check if there is any scope creep and

Re estimate the same. If there is any quality issue; please take a call with internal and understand the problems and if they are valid try to talk to customer and convince and give confidence that the next delivery will be all good. Show how you are going to validate the code, test and ensure quality deliverable.

Agile ceremonies –

* Daily Stand up calls
* Sprint planning and sprint retro calls.
* Sprint is 2 weeks
* Program Increment – 12 weeks
* Last sprint is called innovation or HIP (Hardening, Innovation, Planning)
* We have circle, under circle we have feature teams
* I am tech lead and we have PO and SM from client side. We are team of 8 with 5 offshore engineers.
* Before increment planning we get all the PTO’s and capacity of the team.
* Add features and user stories. User stories are estimates in user points (1,2,3,5,8, 13….)
* User stories are further break down into tasks which are estimated in hours.
* Program Increment is done for 2 days and once we commit we read out in front of Senior management and discuss for any dependencies, risks
* We have a team call systems team which will help in creating CI/CD/CT/CM scripts for Dev Ops
* This team works with Jenkins, Groovy, Git and Jenkins Agents to create automation scripts for the teams.

How to you impress client

* I will show my technical skills in delivering the quality product and always look for opportunity to add value to the work.
* Like look for automation opportunities, process improvement, and knowledge capture documents.
* Recommend Infosys internal accelerators for the delivery and encourage to use the services provided by Infosys.

How to get more revenue to Infosys

* I have done this in my previous role and always keep eyes and ears open for new opportunies, new capabilities which customer wanted.
* If needed quickly do point of view and Proof of concept for the new and present the same to customer.
* Bring in account team, sales and extended solution team for more demos.

How do you handle multi tasking

* Multi-tasking is became a new norm and I am used to it handling offshore team, their deliverables, QA their work, talk to customer here and take requirements clarification calls with offshore.
* Being in agile; we will go back to PO and SM and explain the tasks, estimates and plan the same in right sprints.
* I am used to do take calls at my est nights for offshore and can manage the same.