

# PAYAL DESAI

Scrum Master | Agile Project Manager | SAFe Agilist | Jira Expert | 10+ Yrs Agile Delivery  
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Calgary, AB

Certified Scrum Master and SAFe Agilist with over 10 years of experience driving agile transformations and optimizing product delivery. Expert in agile frameworks (SAFe, Scrum, Kanban), DevOps integration, and AI enhanced project management, consistently improving team velocity by 30%. Proven track record of mentoring high - performing agile teams and aligning cross-functional stakeholders across Insurance, Telecommunications, SAP, Supply Chain, Media, and SaaS domains to achieve organizational objectives. Experienced in Agile metrics, DevOps, risk governance, and Jira/Azure DevOps tooling. Strong track record in improving time-to-market, team velocity, and stakeholder alignment.

## CORE COMPETENCES

- Agile Transformation | Agile Metrics | Agile PM | Agile Governance | Scrum | Azure DevOps | Jira Admin
- SAFe 6.0 | PI Planning | Team Coaching | Risk Mitigation | Cross-Functional Leadership

## TECHNICAL SKILLS

- **Agile Frameworks & Methodologies:** Scrum, Kanban, SAFe 6.0, Lean Portfolio Management, PI Planning, Agile at Scale
- **Project & Workflow Tools:** JIRA (Advanced Configuration, Custom Workflows, Dashboarding), Confluence, Azure DevOps, Rally, Miro, Reetro
- **SDLC & Delivery Practices:** CI/CD, DevOps, Cloud Deployments (AWS, Azure), Test Automation, Risk & Compliance
- **Agile Metrics & Reporting:** Velocity, Burndown/CFD, Dependency Tracking, Agile Governance Dashboards
- **Collaboration & Leadership:** Cross-Functional Team Coaching, Stakeholder Management, Servant Leadership, Conflict Resolution
- **Domains Worked In:** Insurance & Tax, Telecommunications, Media, SaaS, Supply Chain, SAP

## PROFESSIONAL EXPERIENCE

### SR. SCRUM MASTER, LORVEN TECHNOLOGIES, CANADA (CLIENT: LERETA)

JUL 2023 – MAR 2025

- Led **3 cross-functional Agile teams** (20+ members total), facilitating iteration planning, backlog refinement, reviews, and retrospectives.
- Collaborated with QA leads and business analysts to align on acceptance criteria and track UAT readiness through Azure DevOps dashboards.
- Coached cross-functional teams and business stakeholders in Agile practices, increasing Agile maturity scores by **25% over two Sprints**.
- Used **Azure DevOps** to design and manage **team boards, compliance dashboards, and risk tracking tools** — improved dependency visibility by **50%**, removing inter-team dependencies.
- Introduced WIP limits and weekly metric reviews, resulting in a **30% increase in team velocity** by three sprints.
- Supported Product Owner to maintain **product backlog, refinements and prioritization** to keep the planning sessions efficient and effective.
- Mentored 2 junior Scrum Masters and contributed to Agile practice maturity and coaching across teams.

### SR. SCRUM MASTER, AMDPCS, TORONTO (CLIENT: MARKETONE – TELCO/OTT INTEGRATION)

DEC 2021 – JAN 2023

- Led Agile delivery across **3 Scrum teams (25+ members)**, including Developers, QA Engineers, and DevOps, delivering high-visibility OTT (Netflix, HBO Max, Apple, etc.) integration features for leading Telco (T-Mobile, AT&T) clients.

- Facilitated Agile ceremonies (Sprint Planning, Reviews, Retrospectives, and Daily Standups) to maintain sprint discipline and achieve **95% sprint goal success rate** across teams.
- Supported **backlog refinement** with Product Owners and Architects, resulting in a **35% improvement in story readiness and estimation accuracy**.
- Acted as **JIRA Administrator**, creating custom workflows, dashboards, and permission schemes to support delivery reporting, release tracking, and Agile governance.
- Reduced sprint spillover by **40%** by driving Definition of Ready/Done alignment, enhancing backlog grooming cadence, and removing recurring impediments.
- Restructured teams for improved delivery flow and resource alignment, contributing to **20% faster release cycles** across OTT feature deployments.
- Drove continuous improvement culture through Agile health assessments, feedback loops, and Agile maturity workshops with leadership and team leads.

## SCRUM MASTER → SR. SCRUM MASTER, ASITE SOLUTIONS PVT. LTD., INDIA

SEP 2015 – JUL 2020

- Promoted from Scrum Master to Senior Scrum Master based on consistent delivery success and Agile leadership across large-scale, global Agile teams for clients in the media and SaaS domains (Dalet Media, Ooyala)
- Led Agile delivery for **3 cross-functional Scrum teams (~25 members)** across India and UK, delivering complex media workflow and SaaS platform features on tight timelines.
- Facilitated Scrum ceremonies, backlog refinement, and sprint reviews, improving delivery predictability and achieving **~90% sprint commitment adherence**.
- Acted as **JIRA administrator**, designing advanced workflows, dashboards, and permission schemes across multiple teams to enhance transparency and Agile reporting.
- Coached teams in Agile metrics (velocity, burndown, release planning), resulting in **20% increase in throughput** and reduced scope creep through better sprint planning.
- Collaborated closely with Product Owners and global stakeholders to align delivery with roadmap priorities, improving stakeholder satisfaction.
- Supported UAT, release coordination, and production deployment planning to ensure seamless handoffs and minimal post-release issues.

## TECHNICAL SUPPORT ENGINEER, VALUE CHAIN SOLUTIONS PVT. LTD., INDIA

JUN 2012 – MAY 2015

- Supported enterprise clients in the Supply Chain and SAP-integrated systems, resolving technical and process issues with a focus on user experience and business continuity
- Acted as a liaison between end users and development teams — gathered requirements, created flowcharts, and authored detailed documentation including user manuals and case studies
- Participated in release planning, UAT, and post-deployment testing to ensure compliance with business needs and system stability
- Collaborated cross-functionally to analyze root causes and implement preventive solutions, contributing to improved product quality and reduced repeat issues

## EDUCATION

### BACHELOR OF ENGINEERING IN INFORMATION TECHNOLOGY

GUJARAT TECHNOLOGICAL UNIVERSITY, INDIA — JUN 2012

## CERTIFICATIONS

SAFe® 6.0 Certified Agilist – Scaled Agile Inc. — ACTIVE TILL MAR 2026

Certified Scrum Master (CSM) – Scrum Alliance — ACTIVE TILL MAY 2027

Certified Scrum Product Owner (CSPO) – Scrum Alliance — ACTIVE TILL MAY 2027