

# Payal Desai

Email: [payalukani92@gmail.com](mailto:payalukani92@gmail.com) | Mobile: +1(647) 327-3249 | [LinkedIn](#)

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## Experience

### Lorven Technologies - Sr. Scrum Master

Jul 2023 - Mar 2025

- Facilitated the delivery of 3 cross-functional Agile teams (20+ members), achieving a 30% increase in team velocity by implementing iteration planning, backlog refinement, and retrospectives.
- Collaborated with QA leads and business analysts to enhance UAT readiness, resulting in a 25% improvement in acceptance criteria alignment using Azure DevOps dashboards.
- Coached teams and stakeholders in Agile practices, elevating Agile maturity scores by 25% over two Sprints through targeted training and workshops.
- Designed and managed team boards and compliance dashboards in Azure DevOps, improving dependency visibility by 50% and reducing inter-team dependencies.

### AMDOCS - Sr. Scrum Master

Dec 2021 - Jan 2023

- Led Agile delivery for 3 Scrum teams (25+ members), achieving a 95% sprint goal success rate by facilitating Sprint Planning, Reviews, and Retrospectives.
- Enhanced backlog refinement processes with Product Owners, resulting in a 35% improvement in story readiness and estimation accuracy.
- Administered JIRA to create custom workflows & dashboards, supporting delivery reporting & reducing sprint spillover.
- Restructured teams to improve delivery flow, contributing to a 20% faster release cycle for OTT feature deployments.

### Asite Solutions Pvt. Ltd. - Sr. Scrum Master

Sep 2015 - Jul 2020

- Promoted to Senior Scrum Master by consistently delivering success across 3 cross-functional Scrum teams (~25 members), achieving ~90% sprint commitment adherence.
- Facilitated Scrum ceremonies & backlog refinement, leading to a 20% increase in throughput & reduced scope creep.
- Administered JIRA to design advanced workflows & dashboards, enhancing transparency & Agile reporting in teams.
- Collaborated with Product Owners to align delivery with roadmap priorities, significantly improving stakeholder satisfaction and transparency.

### Value Chain Solutions Pvt. Ltd. - Technical Support Engineer

Jun 2012 - May 2015

- Resolved technical and process issues for enterprise clients, improving user experience & business continuity and reducing downtime by 40%, based on internal KPIs.
- Liaised between end users and development teams, creating flowcharts and documentation that reduced issue resolution time by 30%.
- Participated in release planning and UAT, ensuring compliance with business needs and achieving a 25% reduction in post-deployment issues.
- Collaborated cross-functionally to analyze root causes, implementing preventive solutions that improved product quality by 20%.

## Certifications

### **SAFe® 6.0 Certified Agilist – Scaled Agile Inc. - [Certificate](#)**

- Gained expertise in leading agile transformations and implementing SAFe practices to enhance team collaboration and delivery efficiency.

### **Certified Scrum Master (CSM) – Scrum Alliance - [Certificate](#)**

- Learned the fundamentals of Scrum, including team roles, events, and artifacts, to facilitate agile project management

### **Certified Scrum Product Owner (CSPO) – Scrum Alliance - [Certificate](#)**

- Acquired skills in managing product backlogs, prioritizing features, and collaborating with stakeholders to deliver customer-centric products.

## Education

### **Gujarat Technological University, India - Bachelor Of Engineering In Information Technology**

**Courses:** Agile Methodologies, Software Development Life Cycle (SDLC), Project Management, Data Structures, Database Management Systems

**Concentration:** Agile Project Management, Software Engineering, Information Systems

## Skills

### **Technical Skills:**

Agile Methodologies, Scrum Framework, Kanban, SAFe (Scaled Agile Framework), Lean Portfolio Management, Continuous Integration/Continuous Deployment (CI/CD), DevOps Practices, Risk Management, Test Automation, Cloud Deployments (AWS, Azure).

### **Software Knowledge:**

JIRA, Azure DevOps, Confluence, Rally, Miro, Reetro, Agile Governance Dashboards, Velocity Tracking Tools, Burndown Charts, Dependency Tracking Tools.

### **Soft Skills:**

Leadership, Cross-Functional Team Collaboration, Stakeholder Management, Servant Leadership, Conflict Resolution, Communication, Problem-Solving, Coaching and Mentoring, Adaptability, Strategic Planning.