**Pooja Wakhare**

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| **Professional Summary** |

* A highly experienced **SAFe Certified Advanced Scrum Master** who can help make an Enterprise Wide Impact and move your organisation’s Agile growth journey forward by working with both Technology and Business partners
* **Certified SAFe Advanced Scrum Master** with **Certified Project Management Professional** having more than **9 years** of experience in the IT industry and **Scrum Master** experience for more than **5 years** in the industry
* **Agile Coach** for implementing Agile practices, working and prioritising work with the Product Owners, BAs, QAs, UX Designers
* **Manage delivery timelines** and ensure different platforms are aligned towards a focused delivery schedule
* Expert in Agile fundamentals of iterative development in **Financial/Banking** Domain and **Product Development**
* Successfully **managed multiple and distributed scrum teams** for large scale Product Development Projects
* Lead individuals and teams to become **self-organising, self-motivating, highly effective and productive**
* Possesses **technical background** in Microsoft SQL Server 2000/2008, MS SSIS 2008 and Microsoft Visual Basic Application Development
* Experience in helping **organizational transformation** from waterfall to agile
* Expertise of **DevOps** implementation for large scale development projects using SAFe framework
* Extensive knowledge on **all phases of software development life cycle (SDLC)**, which includes implementation of agile methodology in the project, concept, definition, development, handover and closure, operations
* **Coach teams** on preparation of technical/functional specifications as User stories, development, testing, implementation and Application maintenance
* Effective in **managing projects, facilitating scrum ceremonies, tracking sprint progress using JIRA and Confluence**

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| **Core Competencies** |

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| * Certified Scrum Master (CSM) | * SAFe Certified Advanced Scrum Master (SASM) |
| * Certified Project Manager | * Distributed Scrum Team Management |
| * Project Management | * Agile Methodology |
| * Stakeholder Management | * Change Management |
| * CI/CD Management/Continuous Testing | * Dev Ops Management |
| * Agile Change Agent/Coach/Scrum of Scrums | * Tests/Defects Management |
| * Scrum/Kanban/Hybrid/Lean | * JIRA/Confluence/SVN/TFS |
| * TDD/BDD/ATDD | * Software Development Lifecycle expert |
| * Process Improvement | * Team Leadership and development |
| * SQL Server 2000/2008 | * Visual Basic |
| * SSIS, SSAS, SSRS | * MS ETL Tools / BI Tools |

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| **Career History** |

**Dec 2018 – May 2019: SCRUM MASTER: Orwell (Digital International Banking)**

* Responsible for the API team facilitating Scrum ceremonies including backlog refinements, sprint planning, daily stand-ups, sprint reviews and team demonstrations
* Communicating clear expectations with stakeholders, ensuring collaboration with dependant teams
* Preparing Scrum metrics and ‘end of sprint’ reports for CEO, CTO, Head of Engineering, Agile Coach increasing Senior Stakeholder capability of making key/important decisions
* Working on overall delivery plan and representing API team at Scrum of Scrum (SoS) events to highlight external impediments
* Improved backlog management and team focus implementing the feature/story/tasks structure for API team’s backlog management in JIRA and implemented a similar quality structure for bugs management in JIRA
* Created API Release Plan by facilitating release planning session along with the product owner which set clear delivery expectations with stakeholders improving overall quality performances
* Acknowledged for improving customer satisfaction by coaching product owner to write user stories on MVP supporting the early delivery to the end user/customer increasing customer relations
* Presented demonstrations to the business for new functionality being built prior to go-live
* Piloted / contributed to Target Process system structure and process for Continuous Delivery(CICD)
* Leading coordination between scrum team, product owner, solution architect and test manager

**Aug 2017 – Jun 2018: SCRUM MASTER: Metro Bank**

***Payment Services Directive (PSD2) Project***

* Scrum Master for 2 major teams for Payment Services Directive (PSD2) Programme – API and IIB teams
* Successful in taking handover from Google’s Scrum Master for the API team and driving forward one of the biggest changes in UK legislative law that impacted all of the UK banks
* Represented both IIB and API teams at daily Scrum of Scrums (SoS) meeting and highlight and track external impediment
* Gradually taking over charge as a Scrum Master for the IIB team along with API team
* Successfully delivered a major change project for Metro bank – PSD2 which spanned across almost an entire year
* Help teams understand Agile project management fundamentals as defined by APM body with project management fundamentals
* Educate business analysts on writing User Stories, experience in defining product backlog items, release planning and different scrum sizing techniques

***T24 Upgrade Project***

* Scrum Master for Integration Team (IIB platform) to help deliver one of major projects for the bank – T24 system upgrade from R9 to R16
* Educate the scrum team on defining epics, user stories and low level tasks to help them organise and effectively deliver quality software and ensure sprint goals are achieved. Also educate the teams on understanding Agile software development methodologies and principles and manage concurrent work streams end to end
* Encourage usage of ATDD/TDD techniques with continuous development, continuous integration and continuous deployment and help teams focus on automation with educating on service management using ITIL techniques
* Maintain sprint delivery plan, facilitate sprint planning, facilitate demo sessions and retrospectives and ensure stakeholders engagement for appropriate amount of information by sending sprint reports
* Ensure that the team is aligned to the SIT phase cycles and SIT defects are appropriately managed without impacting delivery timelines
* Experience in agile development and testing best practices, velocity measurements, capacity estimation and sprint and release planning

***DPR Project***

* Scrum Master for the entire project implementing a new mortgage system for Metro Bank, managing distributed platforms/teams using SAFe including IIB, API, ORDS, T24, ERP, CRM and helping teams transform from waterfall methodology to agile
* Ensure integration of cross functional technologies within different teams aligned to single sprint goal and delivery timeline to deliver quality DPR solution
* Educate the product owner or business stakeholder to early identify priority items and prepare teams for their deliveries as well as get inputs/prototypes from the UX designers so as to get better understanding early in the SDLC
* Help teams identify interdependencies and ensure collaboration by organizing backlog grooming sessions weekly to help teams understand the bigger picture
* Understand the involvement and dependencies with external systems outside the bank like Rightmove, Equifax etc
* Ensure multiple development teams work closely with the QA team with the help of enforcement of agile principles
* Helped team take accountability for delivery commitments and identify and highlight risks at appropriate time to determine possible solutions so that the delivery commitments are met

**Mar 2017 – Jul 2017: SCRUM MASTER / AGILE PROJECT MANAGER: Servicing Stop Ltd**

* Successfully implemented and managed Scrum practices across the organisation including IT division, marketing department and finance department
* Facilitate scrum ceremonies, daily stand-ups, retrospectives and ensure that the team is focused to deliver sprint goals
* Successfully designed, implemented and managed process workflows for the teams. Configured workflows in JIRA
* Initiated and managed source code configurations using SVN repository
* Drive development teams to deliver technology solutions in support of key product initiatives by working closely with all the stakeholders
* Managing Quality Assurance team and initiating automated testing ideas for the team
* Coach the team and every individual about agile methodology, terminologies and importance of scrum, motivating the individuals and help them improve velocity of the team
* Manage and appropriately escalate delivery impediments, risks, issues, and changes tied to the product development initiatives
* Ensure deliverables across engineering teams are high quality and clearly documented
* Manage and track team velocity, burndown charts and other KPIs in relation to the plan and publish progress reports
* Facilitate the project scope, goals and deliverables, involving all relevant stakeholders, and ensuring feasibility including resource availability and allocation to ensure projects are delivered on time within budget

**Feb 2014 – Dec 2016: SCRUM MASTER - Mobile Application Development Team and BAU Team: International Personal Finance (Client of Mastek)**

* Managing software delivery of functional/legal changes for IPF ensuring it is on time and with exceptional quality
* Facilitate Sprint Planning, daily stand-ups, effective review meetings and retrospective meetings for every sprint to improve the velocity of the team
* Managed 2 scrum teams to successfully achieve an increase of 20% in their velocity
* Worked closely with the product owners, QAs, BAs and UX designers team for creating and maintaining the product backlog and sprint backlog
* Ensure Agile concepts and principles are adhered to and drive a culture of continuous integration and automation
* Guide the team to help remove impediments and build a healthy transparent work atmosphere
* Work as JIRA administrator. Provide guidance on team members on effective usage of JIRA
* Conduct effective grooming sessions to help team get better understanding of the deliverables within the project
* Conduct effective planning sessions using planning poker
* Track, maintain and manage relevant metrics like Release burndown charts and Sprint burndown charts so as to improve the metrics and hence improve team performance

**Feb 2013 – Jan 2014: SCRUM MASTER – Continuous Improvement Team: International Personal Finance (Client of Mastek)**

* Scrum Master for CIT team that delivered performance improvements on live servers
* Successfully coached the CIT team to run 2 weeks sprint and deliver performance fixes at the end of every 2 week
* Work closely with the Product Owner to help him create and maintain the backlog items
* Facilitate grooming sessions, Planning sessions, Review meetings, Retrospective meetings and Daily stand-ups
* Help team members identify appropriate Definition of Ready(DoRs) and Definition of Done (DoDs)
* Work extensively to help team remove impediments and improve velocity

**Feb-2012 – Jan-2013: LEAD SOFTWARE DEVELOPER - Small Changes Team, International Personal Finance (Client of Mastek)**

* Lead developer for the Small Changes Team responsible for delivering functional changes for IPF
* Plan release cycle, assess requirements and schedule delivery of small changes
* Develop changes and guide team members in development
* Help the organisation’s transformation from waterfall to agile

**Apr-2011 – Jan-2012: SOFTWARE DEVELOPER, International Personal Finance (Client of Mastek)**

* Development Lead at for IPF project responsible for developing and implementing various major changes like Monthly Loan changes for European markets, implementing new change requests from client etc
* Client co-ordination, fine tuning database stored procedures, queries, data patches, manage Source control, deliver improvement patches to enhance performance
* Provide consultation on SQL Server to other team members
* Provide training to junior team members

**Aug-2010 – Mar-2011: TRAINEE SOFTWARE DEVELOPER, Microsoft MSN (Client of Mastek)**

* Responsible for Vital Signs application development in MSN Project using SSIS Tool
* Responsible for developing stored procedures, queries
* Development and changes in SSIS packages used to pull data from various sources
* Responsible for supporting application testing and resolving bugs if any

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| **Education and Certifications** |

* Bachelor of Engineering – Distinction – SIES Graduate School of Technology **(B.E - I.T)**
* Certified Scrum Master by Scrum Alliance **(CSM)**
* SAFe Advanced Scrum Master by SAFe **(SASM)**
* APM Project Fundamentals Qualification by APM **(APM – PFQ)**
* ITIL Foundation Certificate by Axelos **(ITIL – Foundation)**

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| **Awards and Achievements** |

* **Innovation Guru award** for sharing the idea that improves the application system performance
* **Monthly Recognition award** 3 times in International Personal Finance
* **Heart of Mastek 4.0 award** 2 times for achieving excellence in terms of high quality deliverables and exceptional performance resulting in customer wow and enabling my team to outperform
* Been part of **Super Team Award** winning team at Mastek Quarterly Award function

\*References will be provided on request