# KSHAMA A S

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**PROFILE**

**Certified Scrum Master Professional,** seeking assignments in **Scrum master/Project Manager** with a leading organization of repute. 9 years of IT experience with 5 years as **Scrum Master/Project Manager /Business Analyst/Product Owner**, 4 years as an **SAP Consultant**.

**PROFESSIONAL SUMMARY**

- Having a versatile career of SAP consultant (ERP, security, SOD review and Basis), Project Management, Scrum Master, Business Analyst and Product Owner.
- Experienced in managing team across different geographical locations including cross functional teams.
- Good Stakeholder Management, Conflict Management, Release, Managerial & Mentoring skills.
- Demonstrated ownership and accountability for team and platform success, including requirements, planning, execution, and production delivery.
- Responsible for team meetings including backlog preparation, daily scrum meeting, sprint planning, sprint reviews, retrospectives and Responsible for accurately tracking and reporting team progress in standard reports and meetings.
- Is a participant/leader in the Agile community to improve understanding and effectiveness, share best practices and apply learnings from other team's experiences.
- Agile Scrum leader with the ability to train and motivate cross-functional teams in optimizing their performance levels in an Enterprise Agile implementation model.
- Coached team members on Agile processes, redefined baselines in process for optimal performance, identified and corrected process gaps, and enable continuous improvement efforts
- As a product owner worked on backlog creation / grooming, prioritization, Release planning, and Jira stories.

**PROFESSIONAL EXPERTISE**

- Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools, and best practices.
- Coach and guide teams in Scrum methodology and continuous improvement including resource management and release with on time delivery.
- Promote Agile project management standards and benefits.
- Establish, own, and manage Scrum ceremonies: Sprint Planning, Daily Scrum meeting, Sprint review and Sprint Retrospectives.
- Protect the Sprint goals and help the team to achieve them by mitigating any blocking impediments.
- Continuously improve processes and tools
- Facilitate and lead team interactions and communications
- Work collaboratively with product owners, business analysts, testers, developers, and architects.
- Worked as a product owner in management of the product backlog
- Support the team in providing high level business analysis and development estimates
- Manage project scope, risks, issues, constraints, and dependencies
- Enabled the team to create clear and concise epics/stories and maintained roadmap.
- Trained and coached a development team of 30-38 to adapt to Agile Methodology with Scrum including SAFE.
- Worked as a product owner to prioritize the requirements for sprint.
- Tracked and reported status and other metrics against goals on an on-going basis

**SKILLS**

- **Primary Skills: Project Manager, Scrum Master SAFE , Agile Coach, Business Analyst and Product Owner**
- **Secondary Skills**:  Functional/REST API/Database/Manual Testing/AWS/OTMM/DAM/SEO/SNOW
- **Defect Management Tools:** Jira, Confluence (documentation)
- **Programming/Scripting Language** – Core Java, JSON, Angular, ionic, WordPress,
- **IDE-** Eclipse, Visual Studio code

- **Domain Knowledge** – Banking & Finance, Investment banking, Hospitality, SEO/Google Analytics, IOT, Fund raising, Health care, Media & entertainment, and E-commerce.
- **Database / DB Tools** – SQL/ MY SQL & RDS, MongoDB.
- **Version control Repository**– Bitbucket, Github.

## WORK HISTORY

- Worked as Project Manager/Scrum Master for **LTIMindtree or L&T Infotech from 19th September 2022 to 26th may 2023** for the client **Paramount Pictures/Viacom CBS**.
- Worked as Project Manager/Scrum Master for **Cognizant from 11th July 2021 to 31st August 2022** for the client **JP Morgan**.
- Worked as Project Manager, Business Analyst, Scrum Master and Product Owner for **StellarIT Solutions pvt ltd (Stellar iDea Labs) from 14th October 2019 to 31st may 2021**.
- Worked as Senior SAP Consultant along with Scrum Master/Agile Methodology in **NTT Data**, Bangalore, **from February 2016 to September 2018** for the client **Mercedez Benz (Daimler)** worked at client location.
- Worked as Senior Business Associate in **Tata Consultancy Services through ASAP info tech systems pvt ltd**, Bangalore, **from November 2012 to January 2015**.

## EDUCATION/CETIFICATE

- Secured 3rd rank in college and 7th rank in District in MBA (Finance) with 68.09% from Bapuji B-Schools, Bapuji Academy of Management and Research, Davangere University, Davangere (Karnataka) in June 2012.
- Conferred with medals for being the 2nd and 3rd topper of the college in MBA in all 4 semesters.
- Graduated with 52% in Bachelors of Business Management from MPMC college (Mangalore University) Udupi, (Karnataka) in June 2010.
- Passed Pre-University from Viswesvariah pre-university college, Bhadravati (Karnataka) with 48.56% in June 2005.
- Passed S.S.L.C from St. Charles High School, Bhadravati (Karnataka) with 70.02% in March 2003.
- DCA- Diploma in Computer Application (MS Word, MS Excel and PowerPoint).
- Certified in Tally 9.
- Certified Scrum Master (Scrum Alliance).

## ACHIEVEMENTS

- Awarded "Star performer" for exceptional performance in Q4 2016 and Q2 2018 at NTT DATA, India.
- Awarded as "Best team player", for having Zero backlogs for the year 2013 by Delphi.
- Have achieved "Star Achiever Award" for quality work and "Best Performer" award in the team for 2014 by Delphi in TCS.
- Certified Scrum Master
- Was able to deliver 6 projects in a year and was praised by the Management/Clients for the Project Management skills at StellarIT Solutions 2020-2021.
- Awarded "Budding Manager" for remarkable contributions in project delivery and for having great management skill at Cognizant 2020-2021.
- Was been appreciated by the client for on time delivery and improvising the process and tools at LTIMindtree 2022-23.

## ROLES AND RESPONSIBILITIES

Organization:    **LTIMindtree/L&T Infotech.**
Domain:           IT (Software development) Media & Entertainment
Period:            September 19, 2022 – May 26, 2023
Role:              Project Manager/ Scrum Master

**Description:** LTIMindtree Limited is an Indian multinational information technology services and consulting company based in Mumbai. A subsidiary of Larsen & Toubro. It has a proven track record in providing technology solutions and services, software development, and IT talent management and consulting services.
**Accountabilities**:
As a Scrum Master and Project Manager:
- Managed Projects through all the phases from initiation, planning, executing, monitoring, controlling, and closing.
- Worked with Stakeholders to initiate and manage large projects. Created SOW's and Microsoft project plans.
- Created project plan baseline by analyzing current documents and set up bench mark on achieving deliverables.
- Directly responsible for resource management and connect with the PMO's for RR creation and Opportunity creation, etc.,
- Managed multiple team (32-38 members) of Developers, Testers, and Business Analyst/Product Owner.

- Coordinated, tracked, and approved all project related hours, expenses, materials, and services.
- Worked with product owners as scrum master in agile methodology for Software as a service offering during development phases.
- Worked with different stakeholders to develop software's using Agile methodology and oversee the design, development and testing and troubleshooting of applications
- Analyzed project risks, developed risk management plan, and mitigated subsequent issues. Met goal of addressing and resolving issues within 24 hours.
- Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos, and other scrum related meetings.
- Protect team from over commitment, manage backlog and prioritize resolution of defects/bugs. Empowered teams to self-organize and grow cross-functionality.
- Communicated with multiple stakeholders on product issues to get it resolved. Facilitated scrum of scrums. Evangelized the benefits of Agile and scrum to ensure its smooth adoption.
- Track and communicate team velocity and sprint/release progress

## ROLES AND RESPONSIBILITIES FOR ALL THE FORMER PROJECTS-

**As a Scrum Master/Project Manager/Business Analyst/Product Owner:**

- Coach and guide teams in Scrum methodology and continuous improvement. Promote Agile project management standards and benefits.

- Managed 10 Projects with team size of 10 – 40 through all the phases of Software Development Life Cycle (SDLC) by maintaining standardized policy and process documents.

- Establish, own, and manage Scrum ceremonies: Sprint Planning, Daily Scrum meeting, Sprint review and Sprint Retrospectives. Protect the Sprint goals and help the team to achieve them by mitigating any blocking impediments.

- Continuously improve processes and tools. Facilitate and lead team interactions and communications

- Worked collaboratively with product owners, business analysts, testers, developers, and architects. Supported the team in providing high level business analysis and development estimates

- Manage project scope, risks, issues, constraints, and dependencies Enabled the team to create clear and concise epics/stories

- Trained and coached a development team of 10-12 to adapt to Agile Methodology with Scrum. Worked with product owners to prioritize the requirements for sprint.

- Tracked and reported status and other metrics against goals on an on-going basis. Collaborated with client and Subject matter expert to identify the business requirements. Knowledge sharing with offshore team on daily basis to keep the whole project in sync.

**As an SAP junior consultant and Sr Associate SAP basis Consultant:**

- R/3 System performance monitoring: All activities like system response time, processes, Operating system related issues, memory-CPU utilization, monitoring.

- Transport Management System (TMS) – Complete setup of Correction & Transport System (CTS) using STMS. Import of transports at the R/3 and OS level.

- Client Administration – Performing client copy, client export/import, and remote client copy.

- RFC: Configured and maintained RFC connection between the systems

- SAP Security: User maintenance, Mass user maintenance, Role maintenance, SAP BASIS Audit, Handling the Missing authorizations, working extensively with SUIM for user administration.

- Firefighter ID,CCID &Firefighter OSS ID Access Request Process. Providing access for GT and NGT to all new users, existing users.

- Handling Backup tapes and taking back up for Project docs and ERP very often.

- Trained and worked as a Scrum Master handled a RPA project.

## PERSONAL DETAILS: **Name:** Kshama A S

**Languages:** English, French, German, Spanish, Hindi, Tulu and Kannada
**Passport Number**- L1375957
**Current Address**- Mangalore (India)

DECLARATION          I hereby declare that the information furnished above is true to the best of my knowledge and belief