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| |  |  | | --- | --- | | |  | | --- | | SHIVANI THUSOO  SCRUM MASTER  *The ability to adapt to change in any situation makes you strong* | | | |
| **Personal Info** Phone icon +919953752117  Email iconshivani.nagpal1987@gmail.com **SKILLS**  * Agile Framework, leadership & planning * Agile tools: Jira, Confluence * Agile maturity improvement * Teamwork * Servant leadership * Shielding team members * Adaptability * Decision making * Goal orientation * Meeting facilitation * Detailed orientation * Collaboration * Team Leadership & Management * Interpersonal Communication Skills  **EDUCATION**B. Tech (ECE)Diploma (ECE)**certifications & trainings**Professional ScrumMaster (PSM) 1**client industry**HealthcareFinancial servicesTelecom | **OBJECTIVES**   Competent, critical thinker with over 3years experience as a scrum master, adept at using Agile principles and values. Devoted Servant Leader with extensive knowledge of the software development life cycle (SDLC).  Manage and facilitate all scrum ceremonies/events (Sprint planning, Daily Scrum, Sprint review, Sprint Retrospective and Product Backlog refinement) burn down chart, velocity chart.  Efficient in the usage of vital Agile collaborative tools/software including: Atlassian suite, Jira, Confluence, Miro, Idea boards, Kanban, MS Teams, Zoom among others.  Other software competent usage includes the following: Microsoft Office Suite, SharePoint. |
| **EXPERIENCE**Scrum Master June 2020 -Aug 2023 (R1RCM PVT LTD.)  Responsibilities   * Worked closely with the Product Owner in defining the product goal & roadmap. * Worked effectively within the Scrum Team to remove impediments and track them in Jira. * Guided the team through continual improvement process and best practices. * Facilitated scrum master community of practices. * Ensured the team come up with and adhere to the INVEST criteria, Acceptance criteria, Definition of Ready (DOR), Definition of Done (DOD) of user stories. * Ensured conducive environment which fostered self-organizing and self-managing team. * Encouraged the Dev team to keep sprint backlog up to date. * Facilitated all Scrum Events including the Sprint, Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective, Product Backlog Refinement. * Created Epics, Features, fixed releases & Stories for the team in Jira and assisted Product Owner. * JIRA admin activities for teams (created boards, workflows, filters, dashboards, reports using JQL.). * Planned and tracked sprints closely and helped the team to focus on commitments & delivery. * Communicated team velocity and sprint/release progress to the teams and management. * Tracked and made transparent team’s performances using some reporting tools like the Velocity Chart, Sprint Report, Burndown Chart among others using Jira, confluence. * Facilitated retrospectives using innovation games techniques and closure of action items on improvements. * Reflecting and radiating the metrics like burn down chart progress, quality, and velocity continuously to the team and various stakeholders. * Prepared various dashboards in Jira which reflects risks, dependencies, impediments. * Helped Product owner with effective management of Features, Epics, Stories, and prioritization. * Ensured INVEST criteria is met for all the user stories in backlog. * Effectively supporting the Delivery Squad through changes in objectives and re-prioritization of requirements. * Applied human centered design (Empathize, Define, Ideate, Prototype, Test, Implement).  PROGRAM MANAGER (PMO) Jan 2018- May 2020 (R1RCM PVT LTD.)  Responsibilities   * Creating long team and short team plans, including targets for milestone, and adhering to deadlines. * Delegating task on the project to employees’ best position to complete them. * Making effective decisions when presented with multiple options. * Being a servant leader and coaching the team to bring out the best result and value. * Serving as a point of contract for teams when multiple units are assigned to same project to ensure teams actions remain in synergy. * Communicating with executives or board to keep the project aligned with their goals. * Adjusting schedules and target on project as needed.  Deputy Manager (PMO) Aug 2012 – Jan 2018 (Royal Bank of Scotland – now NatWest)    Responsibilities   * Ensured administrative duties are accurately completed in a timely fashion. * Supported clients establish and maintain robust relationships and interest. * Facilitated demonstrated initiatives, tasks and activities aimed at meeting the client personal individual need. * Facilitated the team to meet the agreed and working case plans of the customers. * Proactively plan, organize, and execute team brainstorming sessions to bring about new innovations to improve team objectives. * Guide and coach, the team to become self-organized. Built a safe and trusting environment where conflicts are managed in a healthy way without fear of blame.  Project Coordinator (PMO) May 2009 – July 2012 (Ericsson India Pvt. Ltd.) |