

CAREER SUMMARY

- A software professional with 20 years of experience spanning software development, Agile project delivery, and Scrum team leadership, with a focus on driving innovation and continuous improvement.
- 5.3 years of experience leading Agile teams in the Insurance domain at ValueMomentum, acting as Scrum Master and Senior Tech Lead for client The Norfolk & Dedham Group (Massachusetts).
- Experience within Property & Casualty Insurance Domain both Commercial lines (Workers Compensation, Umbrella, Commercial Auto, BOP) and Personal Lines (Auto, Property).
- Experienced in vendor management, collaborating with third-party vendors like Majesco, Atlas RMV, Verisk, LexisNexis to ensure seamless integration, contract compliance, and service delivery. Skilled in coordinating issue resolution, optimizing vendor performance, and maintaining good relationships to enhance operational efficiency.
- Facilitated Agile ceremonies and coached the team on Scrum best practices, leading to a measurable improvement in team velocity by 20% over three sprints. Tracked and analyzed key Agile metrics such as sprint burndown, velocity, and cycle time to identify bottlenecks and optimize delivery.
- Certified Scrum Master (CSM) with hands-on experience in facilitating Agile ceremonies, coaching teams on Scrum principles, and ensuring alignment with Agile best practices to enhance team productivity and delivery.
- Successfully led Agile teams through Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives, fostering a culture of continuous improvement and accountability.
- Proficient in Agile metrics such as burn-down charts, velocity tracking, and cumulative flow diagrams to provide transparency and improve sprint forecasting.
- Strong focus on impediment resolution, ensuring that blockers are surfaced early and addressed collaboratively to avoid delays in delivery.
- Adept at managing stakeholder expectations and facilitating sprint reviews to align development outcomes with business priorities.
- Experienced in using JIRA and Confluence for backlog management, sprint tracking, and team collaboration.
- Promoted a servant-leader mindset, encouraging self-organization and empowering teams to take ownership of deliverables.

CERTIFICATIONS

- Agile Scrum Master

TECHNICAL SKILLS

Agile Tools & Project Management:	JIRA (Sprint Planning, Dashboards, Burndown), Confluence (Knowledge Base, Team Collaboration), Trello, MS SharePoint.
Workflow Technologies:	Shark Enhydra Engine (XPDL Process Definition language), JIRA Workflows (customization & automation)
Workflow Design & Development Tools:	JaWE (Java Workflow Editor), JIRA Plugin Development (using Java APIs, Atlassian SDK)
Java Technologies:	Core Java, JDBC, Servlets, JSP, Portlets, Struts, Spring Framework, Struts, WebWork, Velocity, Hibernate 3.0(ORM), EJB

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Java Frameworks:	Spring Framework (Spring Boot, Spring MVC, Spring Security, Spring Data JPA, Spring Cloud), Hibernate 3.0 (ORM), Struts, WebWork, Velocity
Portal Technologies:	eXo-platform
Programming Languages:	C, C++, Go, Python, Java (Core Java, JDBC, Servlets, JSP, Portlets, EJB)
Databases:	MS SQL, MySQL, Oracle, PostgreSQL
Analytical Databases:	ParAccel Analytic DB, BitYota's DWS
NoSQL Databases:	AWS DynamoDB, MongoDB
Big Data Processing & ETL Tools:	Apache NiFi
Application Servers & Web Servers:	Oracle Application Server(OC4J),JBoss,Tomcat,WebLogic, Apache HTTP Server, Nginx
Version Control:	CVS, SVN, MKS, Git, Bitbucket
Operating Systems:	Windows, Ubuntu
Ticket Tracking Tools:	JIRA, Bugzilla, MS SharePoint, Ticket Tracker, Trello, Confluence
Build & CI/CD Tools:	Ant, Maven, Jenkins
Performance & Load Testing Tools:	BlazeMeter, JMeter
DevOps & CI/CD Tools:	

ACADEMIC QUALIFICATION

1998: Bachelor of Science (BSc) in Electronics from Osmania University, Hyderabad

2002: Master of Computer Applications from Osmania University, Hyderabad

PROFESSIONAL EXPERIENCE

ValueMomentum Software Services Pvt Ltd:	December 2019 – Present
Standav Pvt Ltd (formerly known as Bimarian Information Technologies):	August 2013 – June 2019
Quinnox Services India Pvt Ltd:	May 2011 – June 2013
TechAspect Solutions India Pvt Ltd:	September 2010 – Feb 2011
ClickandBuy Services India Pvt Ltd (formerly known as Webpay System):	April 2006 – August 2010
Tomax Software India Pvt. Ltd:	September 2004 – March 2006

PROJECT SUMMARY

Project Name	AgentPak
Client Name	The Norfolk & Dedham Group, Massachusetts
Duration	Dec'19 – Present
Role	Senior Tech Lead/ Scrum Facilitator
Projects Managed	AgentPak Application, My insurance Application, Newbury Workflow System
Technology Solution	Java 11, EJBs, WebLogic 14c, Jenkins, Bitbucket, Oracle 19c, Node.js, Angular, Spring boot, Struts, Jira, Ticket Tracker, Maven, Ant. OpManager

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Responsibilities

- *Scrum Facilitation*: Led Agile teams as a Scrum facilitator by conducting Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives. Coached teams on Scrum practices, improving team velocity and promoting continuous delivery.
- *Agile Project Delivery*: Managed product backlogs in Jira and collaborated with Product Owners and stakeholders to refine and prioritize user stories. Ensured sprint goals were met through transparent progress tracking and impediment resolution.
- *Team Collaboration & Coaching*: Fostered a collaborative environment across onsite and offshore teams, encouraging cross-functional ownership and Agile mindset. Mentored junior members in both technical growth and Agile practices.
- *Application Development & Support*: Led full SDLC for Java-based applications including design, development, testing, and deployment. Delivered high-quality releases in iterative cycles aligned with sprint commitments.
- *Incident Management (L2 Support)*: Handled L2 tickets and production incidents within SLAs. Conducted RCA for recurring issues and implemented preventive solutions, improving system stability.
- *Vendor Coordination*: Worked closely with third-party vendors like Majesco, Verisk, LexisNexis, and Atlas RMV to ensure contract adherence, integration testing, and timely resolution of external dependencies.
- *Monitoring & Continuous Improvement*: Used monitoring tools to proactively address server issues. Analyzed ticket trends and facilitated retrospectives that fed into process improvements.
- *Quality Assurance & Code Reviews*: Participated in coding and rigorous peer reviews to uphold technical standards. Supported CI/CD pipelines with Jenkins for continuous integration.