

# Hanish Arya

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Motivated and customer-oriented project management professional delivered multiple projects successfully on time with right business value and quality. Professional Scrum Master with 4+ years of experience and a proven track record of devising and implementing strategic teamwork solutions that foster communication and collaboration. Proven history of successful work with cross-functional teams.

- Strong Collaboration and Partnership with Project Sponsors, Business Product Owners and Technology teams translating the Program vision into high level scope, design and work deliverables.
- Expert in agile environment, implementing agile framework such as Scrum, Lean and Kanban. Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets.
- Delivered team and organization training materials and workshops, building knowledge and skills to facilitate the agile transformation.
- Rich experience in system and business analysis, quality assurance, project delivery, support, transformation streams, team facilitation and coordination.
- Excellent communicator, leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
- Experience using tools that support agile development such as JIRA and Confluence
- Finesse to anticipate user needs before they arise and present solutions to project management that encompasses issues at hand.
- Dynamic team player who is consistently motivated toward success and completion of projects with an ability to work independently.

## Accreditation and Certifications

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- **Professional Scrum Master (PSM I)** - Scrum.Org, 2020
- **Scrum Product Owner** - Scrum Institute, 2019
- **SAFe Agilist** - Scaled Agile, 2019
- **Prince 2 Project Management** - Axelos, 2016

## Work Experience

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### Capgemini Canada Inc

May 2019 onwards

Client: **Manulife Financial (Group Retirements)**

- Built a strong rapport with Product Management, and other business stakeholders, and help curate product requirements & lead design sessions
- Work with the product managers to build out and enhance the digital platform area while translating business needs / problems into user stories
- Fostering a culture of collaboration within the team, promoting team building and ensuring team engagement.
- Modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise.

- Basic familiarity with API driven software platforms, REST APIs. Assist the platforms team around engineering wide innovation and processes improvements, support Manulife's goal to be a 'Continuous Integration/ Continuous Delivery' organization.
- Act as an Agile Coach for the delivery team by helping improve Agile processes, spreading Agile best practices between different teams, and measuring key results
- Fostering a culture of collaboration within the team, promoting team building and ensuring team engagement.
- Contributing to the Agile community, collaborating with other Scrum Masters and Agile Coaches throughout organization to leverage and improve upon the enterprise ecosystem.

## **Royal Bank of Scotland**

**Mar 2009 to Mar 2019**

### **Jan 2017 – Mar 2019 | | Senior Scrum Master**

- Accomplished the adoption and enforcement of Agile principles and processes, driving user engagement, collaboration and iterative development
- Assist business partners and functions to enhance operational efficiency, reduce operational risk and cost and optimize the way we work through the rapid deployment of robotic automation in key processes.
- Worked closely with the Product Owners and BSA's to successfully breakdown Epics into user stories using INVEST technique, prioritize user stories using MoSCoW, groom the product backlog, create and document acceptance criteria, estimation, and prioritize product releases.
- Supported the ETL specification and document data migration mappings and transformations for data warehouse loading, initiatives like data management, data quality, data governance and metadata management.
- Working closely with product team to identify improvements in existing processes and new processes that bring meaningful and actionable insight to the underlying data.
- Manage the prioritization and execution of enhancements and projects, including communication to key stakeholders and coordination of work effort within internal IT teams, and the business community.
- Facilitated dependencies between other Scrum teams (Scrum of Scrums), and other non-Agile waterfall teams.

### **Feb 2015 - Dec 2016 | | Scrum Master/ Delivery Lead**

- Brought in Agile best practices such as time-boxing, code/design reviews, transparency, and self-organizing, commitment resulting in realized velocity improvement of more than 30%.
- Educate and reinforced Agile methodology and Kanban/ Scrum framework to team members and key stakeholders.
- Led two Product teams' transition to Agile landscape in 3 months.
- Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes
- Plan and oversee the technical transitions between development, testing, and production phases of web and database deployment.
- Creates and manages project resource loading and budget; reconciles budget monthly and communicates risk to Leadership.
- Create and manage a realistic, detailed plan to ensure medium to large-scale projects are executed on time, on budget, and in scope.

- Established stakeholder registry, performed gap analysis and presented business case to sponsoring partners.

## **Mar 2009 – Jan 2015   ||   IT System Analyst/ Business Analyst**

- Conducted business requirements analysis with external clients using stakeholder interviews and focus groups to define scope
- Worked closely with the development and product teams and clearly communicates with all stakeholders in the management and progress of projects
- Ensure that all standard project management artefacts, meetings, deliverables, communications, etc. are in place and effective
- Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.

## **Work History**

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iSmart Panache Pvt Ltd  
Intersoft Data Labs Pvt Ltd

Dec 2007 to Mar 2009  
Jul 2006 to Dec 2007

## **Career Highlights**

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- Transformations lead practicing and implementing new ways of working, on boarding Agile and other industry related practices.
- Have driven CSR activities for RBS spreading joy, taught 50+ Under-privileged children
- Partnered with Finance Colleagues, organized 'RBS - GPTW' surveys and workshop.

## **Education**

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- Bachelor of Engineering in Electronics and Communication (June' 2006)

## **Soft Skills**

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- Driven by a need to satisfy customer, Customer Service First.
- Strong analytical, planning, and organizational skills with an ability to manage and negotiate competing demands.
- Excellent written and verbal communication skills with the ability to interact with all levels of the organization, and articulate project progress/ updates/ issues.
- Experience leading and guiding multi-disciplinary teams, including teamwork, collaboration and consensus building and conflict management.