HARI SHANKAR JAISWAL

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Professional Summary

Agile transformation leader with 20+ years in IT, combining deep technical roots with enterprise coaching expertise. Proven track record of elevating Agile maturity across 80+ person organizations, driving 30% sprint velocity improvements, and recently completed M.Tech in AI/ML from BITS Pilani. Passionate about the intersection of AI and modern software development methodologies.

Key Highlights and Accomplishments

- **Transformed Agile capabilities for 80+ person organization** at UHG/Optum, coaching 20 teams and achieving 30% improvement in sprint velocity and 25% reduction in cycle time.
- **17+ years with Tata Consultancy Services (TCS)**, progressing from Developer to Dev Lead to Scrum Master to Agile Coach, serving Fortune 500 clients including Microsoft, Vanguard, Deutsche Bank, and United Health Group.
- **Awarded TCS AI Jury Choice Award** in company-wide AI hackathon, recognizing outstanding contribution in Artificial Intelligence and Machine Learning.
- **Trained 100+ professionals** in Agile methodologies, tools, and best practices through workshops, seminars, and hands-on learning sessions.
- **Recognized by UHG/Optum senior leadership** for driving critical cross-functional program delivery involving multiple stakeholders.
- **M.Tech in AI and Machine Learning from BITS Pilani** (2-year program), with specialized focus on AI's impact on software development and Agile methodologies. Additionally completed hands-on AI course from IIT Kharagpur.

Professional Certifications

- Certified Scrum Master (CSM), Certified Scrum Professional (CSP)
- Certified Scrum@Scale Practitioner
- Certified in Generative AI Foundation
- Certified DevOps Professional
- Certified Scrum Product Owner
- Certified Cloud Computing Professional

Skills

Tools & Technologies	JIRA, Rally, Python, Claude Code, GitHub Co-pilot, VS Code, PyCharm
Methods & Frameworks	Agile, Scrum, TDD, AI-based Software Engineering, ML, MCP, RAG
Domains	Healthcare, Hi-Tech, Banking and Finance

Work Experience

Agile and DevOps Coach | Tata Consultancy Services (TCS)

April 2019 – Present

- **Spearheaded Agile transformation for 80+ person organization**, coaching 20 cross-functional teams and achieving measurable outcomes: 30% improvement in sprint velocity and 25% reduction in cycle time.
- **Designed and delivered comprehensive training programs** to 80+ professionals on Agile methodologies, tools (JIRA, Confluence), and best practices through workshops, seminars, and hands-on sessions.

- **Led Scrum of Scrums (SoS) ceremonies** across multiple teams, systematically identifying and resolving cross-team dependencies that had previously blocked sprint deliverables.
- **Established data-driven Agile metrics framework** using surveys, heatmaps, and team interviews to assess maturity levels and guide targeted improvement strategies.
- **Partnered with senior stakeholders** to align Agile practices with business objectives, resulting in recognition from UHG/Optum leadership for program delivery excellence.
- **Drove waterfall-to-Agile transitions** for multiple business units, establishing sustainable Scrum practices and fostering a culture of continuous improvement.

Key Skills: Scrum, Kanban, Lean, DevOps, CI/CD, BDD, TDD, JIRA, Confluence

Scrum Master | Tata Consultancy Services (TCS)

March 2011 – March 2019

- **Managed Scrum delivery for 15 project teams** (7-9 members each), facilitating all Scrum ceremonies including Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives.
- **Proactively removed impediments** by collaborating with Product Owners, technical leads, and external stakeholders to ensure teams consistently met sprint goals.
- **Coached team members and stakeholders** on Agile principles, improving team self-organization and cross-functional collaboration over time.
- **Implemented Agile metrics and reporting** using burn-down charts, velocity tracking, and sprint reports to provide transparency and identify improvement opportunities.
- **Supported Product Owners** in maintaining well-defined, prioritized backlogs, ensuring alignment between business priorities and team capacity.

Key Skills: Scrum, Kanban, TDD, JIRA, Confluence

Development Lead | Tata Consultancy Services (TCS)

October 2006 – February 2011

- **Led 12-member engineering team** in end-to-end design and development of web-based advertisement campaigns for Fortune 500 companies, delivering 8 major campaigns across distributed teams in Pune and USA.
- **Architected and implemented solutions** using C#, ASP.NET, CMS, HTML, JavaScript, XML, and Silverlight for a leading technology giant's external customer base.
- **Coordinated cross-geography delivery** between India and USA teams, managing technical dependencies and ensuring consistent quality across distributed development.

Key Skills: C#, ASP.NET, CMS, HTML, JavaScript, XML, Silverlight, Visual Studio

Career Timeline

Organisation	Period	Position(s)
Tata Consultancy Services (TCS)	Oct 2006 – Present	Consultant (Current), Associate Consultant, Assistant Consultant, I.T. Analyst
Nihilent Technologies	Jul 2004 – Sep 2006	Senior System Analyst
AESSeal India Pvt Ltd.	Jul 2003 – Jul 2004	System Development Officer
Resonance	Feb 2002 – Jul 2003	Developer Analyst

Educational Qualifications

Qualification	Subject	Board/University
M.Tech	AI and Machine Learning	BITS Pilani
MCA	Computer Applications	IGNOU
PG Diploma in Advanced Computing	Computer Applications	C-DAC

BCA	Computer Applications	MCRP University, Bhopal
Diploma	Electronics & Telecommunications	MP Board of Tech. Edu.