

# Snigdha Gupta

SCRUM MASTER · CSM CERTIFIED

DIFC, Dubai, United Arab Emirates

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## About

Solution driven Scrum Master with 4 years of experience in IT Service Management specifically in Access Management Platform. CSM certified and looking to work with product teams with Agile practices in Dubai.

## Work Experience

### Tata Consultancy Services (for American Express)

Bangalore, India

#### SCRUM MASTER (OFF-SHORE TEAM LEAD)

Mar. 2018 - Mar. 2020

- Organized and facilitated scrum ceremonies - daily standups, sprint planning, sprint review, and retrospective to deliver enhancements and new integrations for access management team.
- Ran a kanban board to handle regular support activities in a first-in-first-out model for high velocity tasks.
- Managed product backlog and release planning with product owners to ensure monthly and quarterly release cycles.
- Technically ensure capacity planning for infrastructure by understanding performance of servers in current architecture.
- Technical reviewer for change management on environments to ensure minimal impact of changes on existing system architecture.

### Tata Consultancy Services (for American Express)

Bangalore, India

#### SYSTEM ENGINEER

Mar. 2016 - Mar. 2018

- Development, maintenance and implementation for CA SiteMinder product suite - Policy Server, Web Agent and CA Federation.
- Configuration of policy servers for upgrades, certification renewal and rotation.
- Integrating applications to OAuth2 flow for several environments (development, quality assurance and production).
- Built proficiency in tools such as Splunk, CA APM, HP sitescope, Oracle Goldengate, Dynatrace to analyse server traffic and incident resolution.

## Recognition

### CERTIFICATIONS

**Certified ScrumMaster® (CSM®)**, Scrum Alliance

Jan 2021

**Splunk Fundamental**, Tata Consultancy Services

Jun 2017

**ITIL Service Operation**, Tata Consultancy Services

Mar 2016

### AWARDS

**Certificate of Excellence**, Lead the team to automate for complex OAuth structure for SSO SiteMinder, using Agile practices

2018

**Certificate of Excellence**, Traffic analysis and gateway configuration to prevent attacks and vulnerabilities

2017

**Impact Award**, Successful certificate upgrade for federation services in record time

2016

## Education

### PES Institute of Technology (PESIT)

Bangalore, India

#### BACHELOR OF ENGINEERING IN BIOTECHNOLOGY

Jun. 2011 - May. 2015

## Skills

<b>Domains</b>	Project management, Release Management, IT Service Management, Authentication and Access Management, Team and capacity Management
<b>Frameworks</b>	Scrum, Kanban, SDLC
<b>Tools</b>	Jira, Confluence, Trello, CA SiteMinder Suite, Splunk, Oracle GoldenGate, SiteScope, DynaTrace
<b>Infrastructure</b>	Linux server management, certificate patching, network load balancing, log analysis and tracing, incident resolution
<b>Languages</b>	English, Hindi