

Snigdha Gupta

SCRUM MASTER · CSM CERTIFIED

DIFC, Dubai, United Arab Emirates

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About

Solution driven junior 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

ACTING SCRUM MASTER AND 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

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