Amit Jayant

# Profile

* **Scrum Master/Agile enthusiast experienced in improving project and process management with 12+** years of IT industry experience encompassing a wide range of skill set, roles and industry verticals for **CRM** applications implementation and enhancements. (**Oracle CRM & Salesforce**).
* Actively contributed in the implementation of digital transformation and agile methodologies for software development projects of multiple clients like **Starbucks, GE, Diebold, Sara Lee Foods USA**,
* Proficient in capturing business requirements, analyzing and translating high-level business requirements to

**low-level user stories**, tasks, and preparing **prioritization index** for the items to ensure timely delivery.

* Proficient in enacting **agile** and scrum approaches & implemented new **agile procedures** to uplift the agile maturity of the project delivery team
* Restructured the **agile structure** within Cloud DevOps to enable proper management, maintenance and reporting of over 10 environments in an application, saving major time for the **production deployments**.
* **Mentored and coached** the project team in **agile** environments to the development of precise user stories within stricter timelines as part of the sprint cycle which **enhanced the team output by 40%**
* Proficient in developing **WBS (Work breakdown Structure**) specifications, mapping those to key business functionalities in the system and continuous updates to the stakeholders.
* Served as the key interface between technology and the business teams undertaking highly client interfacing roles and using technology to solve the business problems starting from requirement gathering, **business process management**/analysis, translating **business-to-technical requirements**, **project delivery & management, stakeholders’ engagement, software change management, & defect/bug resolutions**.
* Extensive experience with analysis, customizations, implementation and testing of CRM business applications 7.x/8.x (Siebel, Salesforce) and Oracle BI applications.
* Proficient in CRM/IT business solutioning, analyzing and translating high-level business requirements to low-level technical requirements, mapping those to key business functionalities within Siebel and Salesforce.
* Strong database skills with **Oracle and DB2** with Siebel/CRM **data model**, skilled in **system programming** languages like **Python, Shell, R** and system administration knowledge to implement technical architecture.
* Experience in requirement study, **vendor management, stakeholder mgmt., effort estimation**, design, development, testing, and implementation of CRM software applications leading to successful digital transformation.
* Proficient in coordinating and **collaborating** within **core teams & cross-functional teams** to ensure successful and timely delivery.

# Business Skills

* + Agile Methodologies
* Product

Ownership

* Cross-Functional Leadership
* Product Backlog
  + Enterprise Arch./DevOps
* Scrum

Methodologies

* Vendor Mgmt.  Sprint Planning
  + Design

Thinking

* + Kanban  Budgeting& Estimation
* Stakeholder Mgmt./Delivery

# Technical Skills

**Ent App:** Oracle CRM, Salesforce, EAI, OBIEEE, Siebel Business applications, Oracle Fusion (Sales, call center, marketing, e-consumer, HTIM), Salesforce Cloud Applications

**Cloud Tech:** AWS, GCS, Docker, CD/CI, Kubernetes, Chef, Jenkins, Ansible

Tech. Utilities HTML, API, MS Project Visio, MS-Office Suite

PM Utilities User Stories, Epics, Sprint Backlogs, JIRA, SharePoint, Confluence.

**RDBMS:** Oracle11g, DB2UDB & MySQL, Data Warehousing

**Languages:** Shell scripting, Python, R, SQL, PostgreSQL, C, Java Scripts

**O/S:** AIX5.x/7.x, CentOS, HP-UX/RHEL Linux/Windows 2003, 2007, 2008 R2 Server **EAI:** Oracle Fusion Middleware, Oracle web logic Server, Web Sphere MQ Series **Processes** SAFe, Lean Agile & Scrum Methodologies, HLD, LLD, & Quality Review Documents

**Delivery Mode** SaaS/ PaaS/ IaaS (Software/Platform/Infrastructure as a service) & On-Premise Solutions

# Education:

* MSc. (Finance) , HULT International Business School, Boston (MA)- 2022
* MBA (Spec: Business Analytics), HULT International Business School, Boston (MA)- 2021
* B. Tech in Civil Engineering, National Institute of Technology, Jamshedpur, India- 2007

# CloudBC Labs, Reston, Virginia ( July 2022 – Till date) Senior Scrum Master

* Conducting feasibility analysis and defining the roadmap that defines path of the company in implementing, adopting, and enhancing the cloud architecture for financial services applications, establishing technical directions and strategies that ensure cross-platform architectural components properly fit.
* Monitoring progress project charter, prioritizing backlog items, summarizing project status and translating business requirements into low level user stories and tasks.
* Successfully handled overall project delivery for the end user and the other stakeholders right from project planning, effort estimation, defect prevention, change managements, task assignment and scheduling to facilitate smooth project delivery.
* Developed the framework for AS-IS and TO-BE analysis for the new and upcoming product/feature enhancements.
* Expert in handling and managing of customer warehouse data for future business.
* Collect data from different business functions (Sales, Marketing) to prepare a consolidated report to identify the financial trendline of the business.
* Developed effective user stories, planned sprints and performed product backlog refinement for the complex technical and non-technical requirements
* Analyzing and providing timely inputs and suggestions to the client team managing application for all environmental related issues and assisted in bug fixing.

# Qfix Infocomm. Pvt Ltd.| (Aug 2017 – Jan 2020)

**VP (Product & Data)**

Qfix (bootstrapped start-up) provides digital payment solutions in SaaS (Software as a service) mode. A fin-tech startup for digital payments systems platforms, through cards, wallets, & POS (point of Sale). Qfix through this product line also enabled HDFC bank to help them increase the customers volume for their banking services (Debit Cards, credit cards & current accounts +value-added services)

* Led a variety of workshops including business process reviews, discovery sessions, requirements gathering sessions, and design sessions.
* Enabled the KPIs, metrics, and other high-performance indicators to align the data centric direction of the product development leading to target market size growth by 30% over the 2-year timespan.
* Enhanced the product capabilities to increase the customer acquisition, from 2 merchants in the first 4 months to 100+ merchants, collective size of 150,000 USD, a revenue growth of 150% within 1.5 Years.
* Enabled growth of the business by developing a multi-level consultative relationship with stakeholders and top-level executives across retail banking and digital payment industry and grew the customer acquisition by 98%
* Conducted consultative interviews with the clients and the stakeholders to capture the real pain points of the B2B customers for SaaS delivery, iterated & improved BRD resulting in better product development leading to 3x increased customer response.
* Developed effective user stories, planned sprints and performed product backlog refinement for the complex technical and non-technical requirements and collaborated with the cross functional teams for the successful closure of those requirements.
* Worked on the integration of reporting of POS based transactions with the online digital payment platform.
* Implemented agile development practices and SDLC methodology to handle project delivery.
* Proactively identified potential problems in product delivery, recommended alternative out of the box solutions to greater success.
* Brainstormed collectively & orchestrated all phases of customized feature development commencing from ideation, prospecting, presentation, proposal, and iterations to delivery of the customized product to customer’s real requirements(B2B/B2C)
* Developed the framework for AS-IS and TO-BE analysis for the new and upcoming product/feature enhancements.
* Executed the technical and business strategy by applying the product in both descriptive, prescriptive & predictive scenarios, for customers to realize the additive business value (Increased customers & better churn rate) through product implementation.
* Conducting reconciliation of the transactional data, developing data insights and reporting to the management team.
* Mentoring and coaching team for the best practices and methodologies and exploring the usage of best technology.

# Project: Starbucks Coffee, Seattle (May 2015 - Aug 2017) Sr. Consultant, Infosys Ltd

Starbucks Corporation, generally known as Starbucks Coffee, is an American global coffee company and coffeehouse chain based in Seattle, Washington. Starbucks CRM application is an Order Management and Sales Application mostly used in USA and Canada to Support sales and to record and Manage orders efficiently by their sales team.

# Responsibilities and Achievements

* Employed agile development practices and utilized the oracle cloud platform for all (Dev, QA, SIT, Preprod, Prod) code migrations
* Ensure the adherence of agile ceremonies like daily scrum meetings, resolving issues, key metrics preparation and reporting to stakeholders.
* Actively enabled the team to engage in agile ceremonies to evaluate team performance, capacity utilization and work items in regard to timelines and client estimates.
* Actively collaborated with the product owner for product backlog grooming, Sprint retrospective sessions and sprint planning sessions and coached the team for active contributions for their effort estimates.
* Monitor progress chart of project, prioritizing backlog items, summarizing project status and translating business requirements into low level user stories and tasks.
* Planning, designing and implementing Siebel environment architecture for order management application.
* Release deployment and code management for various environments of Siebel CRM application.
* Development of environment strategy for migration from DEV to SIT, UAT, Pre-Production and production environments.
* Identifying the scope and feasibility of automation of various CRM configuration related activities and designing the implementation followed by execution.
* Point of contact for all Siebel environment management and administration related activities within team and for Client from Offshore.
* Implementation of the deployment plan for all higher environment within Siebel CRM and small-scale development coordinating with Siebel development, QA and interface team.
* Application of Siebel environment upgrade, product hotfixes and patches provided by Oracle.
* Coordinating with QA and interface team for smoke testing for closure of defects for all CRM related business functionalities.
* Integration and configuration of Oracle BI Publisher for all Siebel CRM environments.
* Migration and deployment of BI Publisher reports from development to production environments.
* Reviewing and analyzing the Non repository prod changes for successful deployments to the production environments.
* Issue resolutions and bug fixes for environmental defects for multiple development, SIT UAT and TRN environments within defined SLA (Service Level Agreements)

# Project: Diebold Nixdorf, Canton, Ohio (Dec 2013 - April 2015) Consultant, Infosys Ltd

The project involved implementation of Siebel CRM industry application of high technology/Industrial manufacturing for Diebold, Inc. which is a United States-based financial self-service, security and services corporation that is engaged primarily in the sale, manufacture, installation and service of self-service transaction systems (such as ATMs), electronic and physical security products (including vaults and currency processing systems).

# Responsibilities and Achievements

* Involved in Estimates and build Plan for Siebel CRM and execution of Upgrade for Siebel HTIM (high technology industry manufacturing) application
* Facilitated daily scrum sessions, resolving issues, product backlog grooming, Sprint retrospective sessions and sprint planning sessions for the delivery team.
* Coached Team on the scrum best practices and ensured religious adherence to the practices for the new development releases and transitioned to scaled agile framework (SaFe)
* Planning and designing the Siebel upgrade for all CRM applications of DEV, TRN, CRP and SIT environments.
* Managed CRM application data integrations and conversions from third party legacy systems followed by code release management of multiple environments in the enterprise.
* Prepared & executed the detailed upgrade plan from Siebel CRM version 8.1.1.10 to 8.1.1.11 involving Siebel IRM upgrade.
* Defects closure and bug fixes for various Siebel environmental related activities.
* Repository and Non-repository migrations for all Siebel environments in the enterprise.
* Developed design document and presented to the client for migration from database security authentication to LDAP (directory access protocol) security mechanism.
* Point of contact for all Siebel CRM related activities for client change requests, managed change schedule.
* Provided timely inputs and suggestions to the client team managing application for all environmental related issues and assisted in bug fixing and application change requests.
* Monitoring development progress and providing status in project review meetings with onshore teams and client teams.
* Involved in Root Causal Analysis & resolution of the defects identified in deployments within SLA.
* Knowledge transfer to the junior team members for critical business activities.

# Project: CRM L3 Raleigh-Durham, NC (Oct 2010 – Dec 2013) Package Solution Consultant, IBM India Pvt. Ltd

The project involved analyzing, comprehending the build and deployment requirements and breaking it further into low level requirements and subsequently deploying on to various environments of Siebel CRM, GPP (Partner Portal) and IBM's Siebel UCM (universal customer master) applications.

# Responsibilities and Achievements

* Planning and design of complete Siebel environment architecture from bottom to top approach viz starting from Siebel gateway to SWSE followed by Siebel tools, Siebel Client and Siebel Remote applications and its maintenance.
* Implemented Jira as project tracking tool for new development requests, coached team for best agile practices.
* Employed Confluence, SharePoint Scrum and Kanban boards to develop the POC(Proof of concept) for usage of these tools with the ongoing project and presented to the client for process improvement practices.
* Managing deployments of new Builds and maintenance and implementation of SCM using different version controls like CMVC, CVS.
* Utilize in-depth knowledge of functional and technical experience in Siebel CRM, partner portal, UCM to deliver data integration solution with multiple applications.
* Provided technical and investigative support for functional users on interfaces, defects, change requests, debugging/troubleshooting issues, patch upgrades and ad-hoc business requirements
* Resolving issues/requests raised by testers and developers through trackers tools and configuration management tools of high severities within SLA’s.
* Ensure that the team follows quality procedures and guidelines set by the organization and participate in audits at periodic levels to ensure team meets quality goals.
* Ensuring the coordination and communication tasks with developers stands upright on terms of the desired deployment

# Project: GE-SBI Fin. Services ( Jan 2009 – Sept 2010)

**Siebel Consultant, IBM India Pvt. Ltd**

A consulting assignment for GE-SBI card, the objective was to provide CRM Siebel solution for

environment where customer required financial services green field implementation for a jointly run credit card loyalty program (Implementation e-loyalty)

# Responsibilities and Achievements

* Analyzed the application issues and prepared an issue resolution plan based on severity of impacts
* on application
* Acted as technical advisor to the client for suggesting, planning and implementing the solution
* for the recurring environment issues on the Inroads environments on namely development, test and production servers.
* Provided deployment solution for the developers to promote the changes on production and troubleshoot issues with application
* Ensured a steady mechanism for promoting changes from dev and test servers to production by setting and configuring Siebel remote on development systems.

# Project: Sara Lee Foods, Chicago, IL ( Nov 2007 – Dec 2008) Siebel Consultant, IBM

A Consulting assignment for a global consumer goods company based in Downers Grove, Illinois, USA. It has operations in more than 40 countries and sells its products in over 180 nations worldwide

# Responsibilities and Achievements

* Analyzed the application issues and prepared an issue resolution plan based on severity of impacts
* on CRM business application.
* Acted as technical advisor to the client for suggesting, planning and implementing the solution
* for the software change requests on development, test and production servers.
* Provided deployment solution architecture plan for the developers to promote the changes on production and troubleshoot issues with application
* Maintenance and support of production, Dev, Test, Quality system application.
* Providing solution & troubleshooting of critical Siebel business application issues.
* Performing monthly maintenance activities on production server for optimizing performance.
* Job scheduling and ensuring successful completion of the jobs and sending daily report
* to business.

# Training & Certifications

* Agile Project Management
* CSPO (*In Progress*)
* Scrum Alliance (CSM) (*In progress*)
* Siebel Essentials and Salesforce
* Salesforce Administrator
* Fundamentals of Lean Six Sigma, Agile and Scrum.
* Siebel Business Analyst & Siebel 8.0 CCC
* Oracle OBIEEE11g
* AIX/HP-UX/DB2UDB/Oracle 11g