KRISHNA DHAKAL

# PROJECT MANAGER

**Scrum Master / Progress 4GL**

Results-driven Scrum Master with 7 years of experience in facilitating agile development and driving high-performance teams. Proficient in applying Scrum principles, methodologies, and best practices to deliver successful projects. Adept at fostering collaboration, removing impediments, and ensuring timely delivery of quality products. Excellent communicator, motivator, and problem solver dedicated to achieving project objectives and maximizing team productivity.

Software Solution Development  Legacy Application Modernization Agile & Kanban Methodologies

* Enterprise Applications  Legacy Code Refactoring  Web Services  Client Coordination
* Repository Management  Query Optimization  Automated Scripts  Data Correction
  + Team Leadership  Code Review Technical Analysis  Testing & Documentation
    - Project Management  QC/QA  Scrum Master

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| **Languages:** | Progress 4GL, C#, C |
| **Web:** | HTML5, CSS, JavaScript, jQuery, AJAX, JSON, XML, JSP, Servlet, KendoUI |
| **Web Services:** | SOAP, REST |
| **Web/App Servers:** | Webspeed, progress appserver, Apache Tomcat |
| **Frameworks:** | X/E Files, JavraIDE, SAFe Framework |
| **Databases:** | Progress Database, MS SQL Server |
| **Tools:** | Progress Developer Studio, Eclipse, IntelliJ, SOAP UI, Postman, Bamboo,  GitHub, SVN, Progress Profiler, Jira , Confluence, Jira Align |
| **Design Patterns:** | MVC, Strategy, Proxy, Adapter |
| **SDLC:** | Agile-Scrum, Kanban, Waterfall |
| **Platforms:** | Windows, Windows Server, Linux |

# PROFESSIONAL EXPERIENCE

**COTIVITI New York**  **January 2022 - Present**

(Formerly known as Verscend Technologies) is one of the leading healthcare informatics companies in the Industry which provides IT solution to US healthcare system.

# Scrum Master

* Facilitated the adoption and implementation of agile methodologies across multiple cross- functional teams.
* Orchestrated the Scrum process, including sprint planning, daily stand-ups, sprint reviews, and retrospectives.
* Guided and coached team members on agile practices, fostering self-organization and continuous improvement.
* Identified and resolved impediments, eliminating roadblocks to maximize team efficiency and productivity.
* Collaborated with product owners and stakeholders to define project goals, scope, and deliverables.
* Monitored and tracked project progress, ensuring adherence to timelines and budgetary constraints.

# Achievements

* Successfully delivered projects on time and budget

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# JAVRA SOFTWARE, Lalitpur, Nepal  Feburary 2016 - January 2022

Company delivering high-level, innovative IT services to clients worldwide.

Client: Van Rijsoort Buijwerk (VRB) (Hot and Cold bending and welding company)

# Scrum Master / Team Lead

* + Customer communication and requirement gathering
  + Grooming team members and resolving impediments
  + Developed software applications for web and desktop by using Progress 4GL version 10.x and 11.x.
  + Developed and deployed custom APIs using SOAP and RESTful web services.
  + Customer support
  + CHUI to HTML5 modernization work
  + Planning, estimating, assigning task to team members
  + Manual Testing and making system secure and efficient
  + Preparing user manuals and technical documentation

# Achievements

* Developed enterprise applications, web services API’s, optimized performance, wrote scripts to automate basic tasks such as reporting and deployment, increasing team efficiency and reducing paper waste.
* Nominated for Employee of the Year (2018) for consistently excellent quality.
* Participated in EMEA PUG Challenge in 2017 in Prague (Progress Conference)
* Awarded with Employee of the Year (2016) for excellent work and customer feedback.
* On-site visit at client location in Netherlands for 22 days for pilot project on CHUI application modernization on 2016
* Awarded with Employee of the Quarter (2015)
* *Technologies:* Progress 4GL, Webspeed, Appserver, HTML5, CSS, jQuery, AJAX, JSON, XML, MS SQL, SSH, UltraEdit, Progress Developer Studio, SOAP, REST, Git, SVN, Tomcat, Wamp, Jira, Confluence

# JAVRA SOFTWARE, Lalitpur, Nepal  January 2015 - January 2016

Company delivering high-level, innovative IT services to clients worldwide. Client: Wholesale and retailers (Client’s name cannot be revealed)

**Sr. Software Developer**

* + Discussing and analyzing user requirements with end users.
  + Development and integration of e-commerce application for customer.
  + Analysis, Planning, Coding
  + Development as per requirements.
  + RESTFUL application using Javra IDE
  + Communication with end users during the course of development.
  + Test case preparation and QC check

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**Achievements**

* successfully delivered software product on time
* Awarded with Employee of the Quarter (2015)
* *Technologies:* Progress 4GL, Webspeed, Appserver, HTML5, CSS, jQuery, AJAX, JSON, XML, MS SQL, SSH, UltraEdit, Progress Developer Studio, SOAP, REST, Git, SVN, Tomcat, Wamp, Jira, Confluence

# JAVRA SOFTWARE, Lalitpur, Nepal  January 2013 - January 2015

Company delivering high-level, innovative IT services to clients worldwide. Client: ADcommerce and ADvalue Web and mobile

# Associate Sr. Software Developer

Worked to modernize legacy GUI application to modern application which can run as web application as well as over mobile devices using Cordova.

* + Working in sprint with proper planning, grooming, demo and retrospective ceremonies
  + Modernizing legacy logic in more advanced way
  + Code optimization and refactoring
  + Query analysis and optimization
  + DB migration and verification
  + Hybrid application development using Adobe Cordova which makes code deployment in IOS, Android devices
  + Quality test and documentation

**Achievements**

* successfully delivered software product on time
* worked on hybrid app development using Adobe Cordova
* Awarded with Employee of the Month in July 2014 and April 2015
* *Technologies:* Progress 4GL, Webspeed, Appserver, HTML5, CSS, jQuery, AJAX, JSON, XML, MS SQL, SSH, UltraEdit, Progress Developer Studio, SOAP, REST, Git, SVN, Tomcat, Wamp, JavraIDE

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# JAVRA SOFTWARE, Lalitpur, Nepal  October 2011 - January 2013

Company delivering high-level, innovative IT services to clients worldwide. Client: Global Buying Services (GBS)

**Software Developer**

Worked in Quality Control (QC) module along with customization feature in Logistics Management System.

Major work:

* Analysis, Planning, Coding
* Interfacing with client’s ERP system using SOAP Communication
* Communication with users during the course of development.
* Deployment and Support.
* Source code management and revision control with SVN
* Technical documentation such as release notes, process flow

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# EDUCATION

**Master of Science in Information Technology** (2012) Sikkim Manipal University– Sikkim, India

***Key Courses:*** *Programming in Java; Software Engineering; C; C++; Web Technology; Microprocessor Programming; Data Structures & Algorithms; Relational Database Management Systems; Artificial Intelligence; Computer Architecture; Computer Security & Cyber Law; Management Information Systems*

**Bachelor of Science in Information Technology** (2011) Sikkim Manipal University – Sikkim, India

***Key Courses:*** *Programming in Java; Software Engineering; C; C++; Web Technology; Microprocessor Programming; Data Structures & Algorithms; Relational Database Management Systems; Artificial Intelligence; Computer Architecture; Computer Security & Cyber Law; Management Information Systems*

# PROFESSIONAL DEVELOPMENT

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| Certified SAFe® 5 Practitioner |  |
| Certified SAFe® 5 Scrum Master |  |