**Nasreen Akhtar**

**PMP, SPC, CSM, RTE**

**SENIOR IT PROJECT MANAGER / AGILE SCRUM MASTER**

Over 10 years of IT experience, Transformational Scrum Master, RTE and Agile Project Manager. Specializing in transforming teams into high performers, driving strategic business growth, and delivering on high efficiencies using CMMI, Lean Six Sigma and SAFe principles, agile Scrum, XP and Kanban. Successfully built and managed mid-sized multi-project teams across diverse corporate cultures. Effectively and actively used resource-based costing models to deliver optimal financial value at project and program levels. Dedicated individual with strong work ethics and steadfast integrity. Ability to multi-task and manage multiple projects in a cross-functional environment. A fast learner who can quickly gain an understanding of new products and services. Strong attention to quality and detail. Willing to be accountable for project and Team.

**KEY SKILLS**

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| * Build and Transform Teams Clients relations | * IT infrastructure | * Process improvement |
| * ROI analysis | * Budget management | * Cross-functional leadership |
| * Database migration | * Project roadmaps | * Risk management |
| * PI planning facilitation | * Identify and drive process Improvements | * Enforce Agile Process |
| * Project Life Cycle Management | * Cross-Functional * Team Leadership | * Test-Driven Design/Development |
| * Issues & Risk * Change Management | * ART sync and PI execution | * System Demo |
| * Release Readiness | * Quality Assurance | * Software Development Lifecycle |
| * Strategic Business Planning | * Regulatory Affairs | * Financial & Cost/Benefit Analysis |
| * Communications / Negotiations | * Communications / Negotiations |  |

**CERTIFICATION**

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| * PMP (Project Management Professional) | * CSM® (Certified Scrum Master), |
| * ITIL (Information Technology Infrastructure Library), | * AWS® (Architect Solution- Associate), |
| * CompTIA- Security+® | * SAFe-Agilist® |
| * SAFe- Scrum Master® | * SAFe- RTE® (Release Train Engineer) |
| * SAFe- DevOps® | * SAFe- SASM® |
| * Splunk®, CEH ® Team | * Kanban Practitioner |

**PROFESSIONAL EXPERIENCE**

**REI Systems (Client: HRSA), Sterling, VA03/2021- 08/2024**

**Sr. Agile IT Project Manager**

Currently working on the application for the Bureau of Primary Health Care (BPHC) NHCI-HC HRSA Electronic Handbooks (EHBs) User Guide. I am supporting 3- 6 teams, 30+ developing team members throughout my period here. I joined as a Scrum Master and was promoted as Sr Scrum master and Agile Project manager.

* Successfully executed 125 product releases till today. Supported release deliverable and achieve release milestone goal.
* Manage 20+ technical projects with 50+ team members, develop roads, manage project budgets, and ensure business requirements.
* Drive initiatives to automate manual processes for data management to reduce work hours by 40 per week and save the budget.
* Serve as the point of contact for the client stakeholders throughout the project lifecycle, analyze business needs and identify solutions to project roadblocks.
* Support the team to reach their sprint goal and plan better and improve from 45% to 95% to achieve sprint goal
* Support the team to plan each release and release milestone, that helped them eliminate distraction and reduce bug count and other obstacles during the development phase.
* Support the team to plan the development, validation and peer review that helped us to reduce Bug count from 15% to 5%.
* Support PO and Stakeholders to plan product releases throughout the year.
* Manage the Resource for each team and do resource planning for upcoming releases and hire new team member or reassign to different team as needed
* Monitor release work in progress to make sure team is aligned with schedule and budget
* Support the team for better estimation during discovery and estimation which help Project to improve 10%
* Support the team in refinement to better communication and collaboration to come up with better Acceptance criteria and DOD.
* Train new team members and support them through orientation and getting all required training and credentials. Facilitate KT session with appropriate team members and guide them be cross functional
* Facilitate Scrum of Scrum and discuss any dependence or improve process
* Facilitate release coordination session with CM team sync up with our upcoming releases and follow up with the action item with teams and MP as needed
* Send weekly reports to stakeholder of the progress of the ongoing releases
* Facilitate weekly sync up we development team, Product owners and Project managers to discuss the progress and any obstacles
* Facilitate Lesson learn session after each release and document the meeting out come and save it to repository for future reference
* Support and educate 10+ BA and PO with requirements by providing data from historical data and maintain the Product backlog.
* Coaching and mentoring other team members and other scrum master’s on our program teams. Parenting to ensure the process is consistent across all teams
* Supported to facilitated PI planning and execute online 2 days session
* Coordinated with different team scrum master and team members and discuss the dependence and obstacle if any. and discuss different solutions to mitigate or own it.
* Facilitate daily standup project materials, iteration planning, iteration Demo, iteration   retrospective meeting
* Manage the health of the team by discussion sessions, brainstorming sessions, brown bag sessions.
* Manage and update project materials, completing budgeting, forecasting, business flows and lessons learned documents
* Determine the team capacity (velocity) from historical data. Create work breakdown structure (user stories) and corresponding activities (tasks)
* Assists to create, modify and analyze Requirement Daft, Design Documents, Use Cases, Test Plan, test case and manages daily actively and dashboard using tools JIRA, TFS And Azure Devops.
* Act as administrator for Jira, AzureDevops and TFS and variety of other agile supporting tool. Support the team to give a save environment to work and bring transparency and cross functional qualities within the team members

**Maryland Transportation Authority (MDTA), Baltimore MD 06/2019- 02/2021**

**Scrum Master /IT project Manager**

Managed IT Implementation for E-ZPass Tolling system enhancement for MDTA. Helping multi teams or individual to adopt and improve agile methods and practices. Facilitating PI planning, ART sync and PI execution, System Demo and Release readiness events. Collaborating among multi development teams/Vendors, BPMs and ITPMs.

* Manage the entire cycle for the tolling system. Trace requirements from definition through factory, installation, configuration, commission, and operate test phases define and create all test documents
* Coaching and mentoring other team members and other scrum master’s on our program teams. Parenting to ensure the process is consistent across all teams.
* Facilitate daily standup project materials, sprint planning, sprint Demo, retrospective meeting
* Manage the health of the team by discussion sessions, brainstorming sessions.
* Manage and update project materials, completing budgeting, forecasting, business flows and lessons learned documents
* Determine the team capacity (velocity) from historical data. Create work breakdown structure (user stories) and corresponding activities (tasks)
* Assists to create, modify and analyze Requirement Daft, Design Documents, Use Cases, Test Plan, test case using tools JIRA Confluence
* Update progress tracking system to provide transparency on Product & Sprint Backlogs.
* Assist to execute scripted scenarios for Factory Acceptance testing, System integration testing, Smoke Testing, Sanity testing, Functional testing, Psistive testing, Negative testing, Boundary testing, Usability testing, End-End testing, Database testing and integration testing.
* Help improve the productivity of the teams by finding the obstacles and mitigate them.
* Analyze data, summarize and document test results in JIRA confluence.
* Prepare in-depth studies for customers and present high - level internal and external managers
* Track and communicate team burndown/ Velocity/ Sprint release progress
* Organize and facilitate final commission on site with client and release the system LIVE
* Recommend improvements and assist in changes to best practice.
* Facilitate SAFe training with the organization and stakeholders for different SAFe certification. and educate SAFe Agile process and how it can benefit the organization out of it.
* Provide Support with risk management, release management and facilitate release planning activities.
* Assist with internal and external communication to improve transparency.
* Schedule and facilitate meetings, document meeting notes and outcomes, manage action items.

**United States Agency for International Development (USAID), Washington DC 02/2018 – 05/2019**

**Agile Scrum Master**

Worked as a **Scrum Master/Test team lead** for DIS (Development Information Solution) initiative of USAID toward agile transformation. Helping multi teams or individual to adopt and improve agile methods and practices. Facilitating PI planning, ART sync and PI execution, System Demo and Release readiness events. Collaborating among multi development teams/Vendors, BPMs and ITPMs.

* Transformed agile delivery teams through coaching and defining scaled agile practices.
* Developed and implemented a strategic roadmap for organizational adoption of Agile methodologies.
* Successfully delivered complex programs by implementing scaled agile practices, influencing stakeholders, and building relationships.
* Coached Scrum masters, product owners and other stakeholders to adopt agile best practices.
* Facilitated sprint planning, retrospective, backlog grooming, daily stand-ups and other sprint events.
* Leading cross functional Agile teams to successfully deliver DIS Initiative to product enhance
* Partnered with 10+ internal teams and vendors for successful launch of the Program.
* Expert at using data to solve complex business and technical problems and data driven decision- making.
* Worked with internal stakeholders like Senior Business Leadership, Engineering Teams and OIT to come up with executive decisions.
* Defined program metrics and reporting process targeted towards senior leadership.
* Led multiple Agile teams and communicated with multiple stakeholders.
* Identified program dependencies, risks and created mitigation plans.
* Worked with technical and non-technical stakeholders to deliver program objectives.
* Planned and facilitated discussions for solving complex technical and business problems.
* Collaborated with cross functional teams in multiple locations to deliver results.
* Juggled multiple competing priorities to deliver business deliverables within time constraints.
* Strong ability to look at the big picture as well as execute day-to-day operational details.
* Build strong relationships with internal and external stakeholders.

**SBT, Tyson Corner, VA 02/2014-02/2018**

**Scrum Master and Senior Tester:**

**Responsibilities:**

* Analyzed the Business Requirement Documents and Functional specification documents to prepare Test cases based on Test Plans.
* Gathered specifications and requirements from development personnel prior to application testing.
* Closely interacted with Business Analysts, designers and software developers to understand application functionality and navigational flow.
* Performed regression, functionality, System, Interface, front end, back end, negative, positive and user acceptance Testing using manual and Automation testing.
* Used Quality Center to create Test outlines and maintained Test scripts and created, modified and debugged the Scripts.
* Tracked the Defects status using Quality Center and presented the status report to the client every day.

**TECHNICAL SKILLS**

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| | **Process** | Agile-Scrum, SAFe ,XP, Kanban, Lean and Waterfall ,V-Model Capability Maturity Model Integration for DEV (Level 2) | | --- | --- | | **Databases** | SQL Server2008 r2, Oracle (7i, 8i, 11g, 12g), | | **Tools/software** | Splunk, Teams, Slack, TFS, Azure DevOps, Jira, Jira confluence, | | **Platforms** | Linux, UNIX, & MS Windows | |

**EDUCATION**

* Master of Science in Information Technology (MSIT) IGLOBAL University, Vienna VA | 2018
* Bachelors of Business Administration (BBA), Institute of Management & Technical Studies, New Delhi- India 2008

**Work Authorization and Clearances**

* US Citizen
* Public Trust Clearance -2018, OPM