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hub

EDUCATION

Bachelor of Technology
Thapar University

1999 - 2002

Master in Business
Administration

Symbiosis Center for Distance
Learning

2006 - 2008

WORKED FOR BRANDS



SKILLS

Project Management
Client Engagement
SQL Server Management
SQL Database administration
Business Process Improvement
Training & Consulting

LIFE PASSION

Life long Yoga student
Enthusiast Reader
Train and build future leaders
Live life with a playful spirit.

LANGUAGE

English Hindi Punjabi

JAGPAL SINGH

Project Manager (Scrum Master)

ABOUT ME

Delivering successful outcomes to businesses for over 20 years. I excel as a Project Manager and Scrum Master, have adeptly handled mission critical projects, helped in business growth, and optimized SQL databases. I am passionate about continuous learning and innovation in Project Management, AI, and ML.

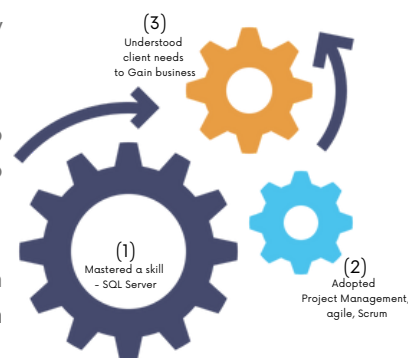
What has been my secret recipe on my journey to Scrum Master?

Three gears in the picture show cornerstones of my approach while working.

(1) **Mastered a skill** - SQL server - enabled me to bring valuable insights and problem-solving skills to the role of a Scrum Master

(2) **Project Management**, agile, scrum have given me a repeatable and scalable structured approach in implementation.

(3) **Understood client needs** to gain business has helped me gain insight to client problems and be customer centric.



Three gears complement each other, any missing gear breaks down the delivery. This has also been my style of working lately which makes me adaptable to any environment.

ACHIEVEMENTS

Team Growth - Successfully grew the Database Project Team from a single member to a cohesive high skill unit of 9 professionals for L2 and L3 level support within 4 years which added a stable revenue of 2.5 crores per year.

Improved Efficiency Enhanced project efficiency by reducing the average time for new database server builds from 5 days to just 1 day, achieving 80% increase in efficiency. This optimization resulted in higher productivity of team and saving for the client.

100% Automation Achieved zero dependency on manual intervention for daily monitoring, ensuring high availability and proactive issue identification through 24x7 monitoring. This was achieved by developing and implementing a native solution for alert and monitoring system for databases.

Database Growth - Successfully spearheaded the expansion of company's support to SQL server infrastructure by expanding from 4 instances to 98 instances, resulting in a remarkable 2350% increase in scalability. Thus, providing robust database management and optimization of performance to client.

Critical Alert Reduction - Accomplished an 85% reduction in the number of alerts within a month, assisting the client in optimizing their alert monitoring processes. This streamlined approach significantly contributed to operational efficiency and improved overall performance by eliminating unnecessary noise.