# Chandrasekharan (Kris) Salem

**PMP, CSM, CSSBB, SAFe4 Agilist, ICP-ICC**

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**Professional Summary**:

* **Certified PMP professional** with vast **experience** in Project Management, Business Management, Business Analysis, and System Solution Design

# Certified Scrum Master, SAFe4 Agilist, ICP-ACC: Certified Agile Coach, and Six Sigma Black Belt certified

with experience in Agile/Scrum and Waterfall methodologies

* *Experience in transition of the applications from waterfall to Agile as a Coach, while also acting as the Scrum Master of two mixed on/off shore teams.*
* *Mentoring teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency.*
* Introduction of Agile best practices such as time-boxing, continuous integration, code/design reviews, transparency, accountability, tracking, product visioning, technical debt reduction, self-management, empowerment and role training resulting in realized velocity improvement of more than 100%
* Leverage Agile and encourage teams to follow the Agile framework.
* Educate, train, facilitate, evangelize and encourage a continuous and transparent process improvement philosophy.

# Empower & coach the scrum team to work together more efficiently and perform at the highest levels

* PMO office experience in internal controls, risk management, compliance, quality assurance, vendor management, change management and business process improvements
* Experience in business and Functional Requirements gathering, developing Use Cases, writing Business Requirement Documents [BRD], Functional Requirement Documents [FRD], Software Requirement Documents [SRD], Use Case Specifications.
* Well versed in the system development life cycle from requirement gathering through implementation. Familiarity with both agile and waterfall approaches.
* Excellent quantitative and technical skills, with a strong knowledge background in the field of business systems analysis from requirements gathering, business process modeling, project management, and application testing.

# Strong communication and business facing skill in interaction directly with stakeholders documenting and requirements and providing solutions.

* **Worked with developers and other counterparty portfolio management stakeholders to identity and prioritize enhancement opportunities, define new functionality requests from business users.**
* Natural problem-solver, with an analytical approach to identifying issues and determining optimum solutions.
* Highly detail-oriented with the ability to support multiple projects, while maintaining focus on the bigger picture.
* Outstanding customer focus, with great interpersonal and organizational skills
* Extensive experience in conducting GAP and Impact Analysis.
* In-depth knowledge in developing Use Case Models, Use Case Diagrams, Structural Diagrams, Class Diagrams, process Flows, Data Flows and Work Flows.
* Experienced in developing Data Mapping and Identifying Bottlenecks of sources, mapping, targets and sessions.
* Expertise in Requirement Analysis, requirement modeling using Unified Modeling Language (UML) and Object Oriented Analysis.
* Strong understanding of data quality assurance process and procedures.
* Expert in creating Functional work plans and User Acceptance Test Plans (UAT), Test Strategies, Test Cases and Test Scenarios to measure requirements and provide a Head Start for QA Team.
* In-depth knowledge of conducting User Acceptance Test (UAT), data quality checks using SQL, gap analysis and Requirement Traceability.
* Working knowledge of Software Development Life Cycle (SDLC) methodologies such as Agile (Scrum), and Waterfall.
* Excellent analytical, problem solving, decision-making and presentation skills with ability to co-ordinate activities in a fast-paced team environment.

**Skill Set:**

* Technologies: Microsoft Web Services (SOAP, WSDL, UDDI)
* Languages: PL/SQL, Visual Basic, Java, J2EE
* Scripting: VB Script, HTML, XML
* Database: MS SQL Server, MS Access, My Sql,
* Tools: Rally, JIRA, Confluence, Selenium, HP QC, Visual Studio, QTP, TAO
* Applications: MS Office Suite, MS Visio.
* OS: Windows 7, Windows 8 and Windows 10

## Certification:

* ICP-ACC **Certified Agile Coach** from ICAgile
* **SAFE4 Agilist** from Scaled Agile Inc
* **CSM - *Certified Scrum Master*** from Scrum Alliance
* **Certified Six Sigma Black Belt** from SixSigma-Institute
* **PMP** Certified from Project Management Institute
* Accredited Project Manager from International Organization for Project Management
* Scrum Master Accredited from Scrum-Institute
* Product Owner Accredited from Scrum-Institute

***Worked on Various clients and Projects as IT Consultant 2008-2019***

***Scrum Master, Client Advertising, Trevose, PA Sep 2012 –Jan 2019***

Implementation of upgrade Project for National Retail client Customer Database Integration 2.0 (CDI 2.0) – Data Cleansing, Data Analysis, Customer segmentation, Marketing Campaign, Campaign Execution, Creative services, Data insight, Customer Engagement for Direct Mail.

* Collaborated closely with product owner on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria were agreed upon and stories were ready for sizing.
* Facilitated the Definition of Ready and Definition of Done criteria for all stories.
* Proficiently organized and facilitated daily scrum, sprint reviews, retrospectives, sprint and release planning.
* Effectively tracked team’s progress, including burn down, velocity and release forecasting.
* Worked with Scrum Masters across four sites to prepare for and facilitate potentially shippable increment planning sessions.
* Expertly promoted continuous improvement and helped teams increase productivity and foster innovation.
* Identify and remove organization and help team remove impediments to enhance productivity and efficiency.
* Train new team members and transition teams to agile framework with Scrum to enhance team skill levels.
* Monitor and manage dependencies on other teams and external projects to ensure potential issues are resolved.
* Participate in iteration planning to create acceptance criteria and tests that define “done” for developed features.
* Interfaced with Program Management Office to ensure project goals and requirements are being met.
* Along with Product Owner worked on creation of stories, feature decomposition, documentation and managing dependencies, and story templates for repeatable features.
* Assisted Product Owner in prioritization of user stories and removed impediments by finding the right personnel to remove the impediment.
* Worked with distributed agile teams both onshore and offshore.

## Scrum Master, Client Insurance, Plano, TX Dec 2011- Aug 2012

Project: Built, enhanced and maintained insurance, annuities, investments, asset management websites for both externally facing customer's oriented as well as Internal intranet websites and web portals for employees.

* Contribute to product roadmap planning, project scheduling and release management.
* Collaborated closely with product owner on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria were agreed upon and stories were ready for sizing.
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* Train new team members and transition teams to agile framework with Scrum to enhance team skill levels.
* Monitor and manage dependencies on other teams and external projects to ensure potential issues are resolved.
* Participate in iteration planning to create acceptance criteria and tests that define “done” for developed features.
* Guided team members on Scaled Agile Framework-SAFe Agile principles and provided general guidance on the methodology.
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
* Facilitated sprint planning, retrospective and sprint demos. Implemented frequent feedback to metrics.
* Helped team to solve problems rather than provide solutions including pre-grooming and grooming sessions, as required, to ensure scope and the definition of successful completion for the project
* Interfaced with Program Management Office to ensure project goals and requirements are being met.
* Along with Product Owner worked on creation of stories, feature decomposition, documentation and managing dependencies, and story templates for repeatable features.
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## Project Manager, Client Insurance, Hartford, CT Jan 2010 – Sep 2011

New portal an enhancement to the existing legacy system

* Developed the entire project tool kit with a Project Plan, Risk Analysis Document, Change Request Forms, Logs and template like Action item log, Test Plan, Test Case Document, Status Reports, Test Dashboards, etc.
* Collaborated in the charter drafting sessions with SMEs, for the development of project charters for different projects.
* Designed project roadmaps and budget.
* Ensured that business data and reporting needs are met.
* Created and updated the Project Plan and Process Maps
* Refined metrics and standard reports to better serve the needs of executives seeking decision support
* Advised upper management on technology, marketing, and design
* Performed tasks central to program, including scheduling, budgeting and accounting and resource management
* Communicated with, coached and coordinated project team.
* Consistently met deadlines with team, achieving commendations.
* Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
* Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects.
* Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.

***Sr. Business System Analyst, Client Finance, Hartford, CT Apr 2008 – Dec 2009***

Web portal and CRM and single Sign on

* Gathered high level requirements ‘gives and gets’ from all the internal teams elaborate them into a detail level.
* Assisted in Implementation of 360 View of the customer.
* Developed and monitored data quality metrics via a report.
* Documented requirements and translated high level requirement to Function requirements and Use cases.
* Created Gap Analysis for the implementation of CDI 2.0.
* Documented requirement Change Requests.
* Developed the process and workflow diagrams using MS Visio.
* Analyzed Data for marketing campaign to ROI.
* Developed and monitored data quantity and quality metrics.
* Tracked anomalies and outliers within data.
* Translated requests for information into queries when self-service tools can’t deliver what the business is looking for.
* Served as liaisons for IT teams and their business stakeholder to shape the discussion.
* Created UAT Test Plan, created defect logs, Execution logs, RTM, Identifying Testing Scenarios.
* Reviewed the UAT deliverables (Test cases and Test Results) with the Business Owners, Project Director and getting their Sign offs.
* Coordinated with the Development Team and Release Management team for the smooth sail of Reports to go to Production.
* Planned UAT test activities. Test estimation. Conducting Walk throughs.
* Created Training Presentations and scheduled Training sessions for the End Users

# IT Support Project Consultant, Red Clay Consolidated School District, DE 2005 –2007

**Projects:** Moves, Changes, Build PCs and deploy, Inventory of Data Center, Disaster Recovery and more. Rollout windows XP, MS Office 2003 and other applications

* Resolved incoming trouble calls at the help desk and document in Track-It and escalate them to next level if necessary.
* First and second level support over the phone 98/XP environment.
* Active directory, Exchange, eSchool administration.
* Add/Change/Modify New and existing users using Active Directory and on Exchange Server for Email access.
* Troubleshoot Microsoft Office applications and other state/district approved applications.
* Used VNC and remote desktop to remote into the pc for troubleshooting,
* First level Mac support.
* Troubleshoot TCPIP, DNS, WINS related issues.

## Project Manager (Infrastructure), UBS Global Asset Management, NY 1996 –2003

* Managed program for operations, financial advisory and investment portfolio management divisions
* Manage and oversight of project managers and business analysts for their individual projects and new features
* Engaged cross-functional business, customer service, marketing, sales, and operations for IT projects execution
* Agile team management for user story grooming, sprint planning, daily scrum, review and retrospect
* Updating release plan, product roadmap, features launch date and demo for stakeholders for each sprint
* Planning QA and UAT testing for monthly production release and managing production issues resolution tracking
* Managed federal DOL project to migrate users from legacy to new platform with backend batch processing

**Project,** Identity Management Integration

* Responsible for full project lifecycle in accordance with corporate PMLC\SDLC standards.
* Project scope consisted of integration of Novell Identity Management systems for UBS Global.
* Managed internal as well as outsourced vendor resources.
* Responsible for timely completion of all deliverables to meet outbound project dependencies.

**Project,** Migration of Novell 4.11 to Windows NT 4.0.

* Design and implement domain architecture.
* Create and implement desktop and server standards.
* Specify, procure and build servers.

**Project,** Disaster Recovery Planning and Implementation

* Prepared DR plan for business unit of 1500 users.
* Assisted with implementation of DR plan.
* Managed build out of new facilities.

## Project Analyst and IT Consultant, The Port Authority of NY and NJ. 1992 – 1996

***Project: Implementation of Management Information System (MIS) throughout the Agency.***

* Assisted Project Managers in preparing baseline schedules and updating schedules for ITD projects using MS Project on daily basis.
* Prepared customized reports for Project Managers, Engineer of Projects and Engineering Program Manager.
* Responsible for the integrity of project related data.
* Responsible for Monthly, Quarterly and Yearly Present and Planned workload reports.
* Provided first level support in setting up NetWare 4.1 workstations, installation of PC hardware, software, troubleshoot, diagnose problems, customize and configure PC/LAN systems. Also responsible for daily backup of server data files.
* Provided Network users with initial training on accessing available network data and application software.
* Worked as Lantastic Network Administrator.
* Troubleshoot TCPIP, DNS, WINS related issues.

## Education:

* M.S. in Industrial and Management Engineering, New Jersey Institute of Technology, Newark
* B.S. in Mechanical Engineering, University of Mysore, India