|  |  |
| --- | --- |
| Kranthi Kirnam MBA, PMP®, CSM®  Technical Project Manager/ Scrum Master | Tempe, Arizona • +1 513-301-9726  [LinkedIn](https://www.linkedin.com/in/kranthikumark/) • [kranthi54321@gmail.com](mailto:kranthi54321@gmail.com) |

Seasoned leader with extensive experience in Project and Program Management, specializing in delivering complex software solutions using both Agile and Waterfall methodologies. Skilled in managing the full project lifecycle—from initiation and scope definition to execution and delivery—ensuring timely and successful project completion. Expertise in facilitating Agile practices, including Scrum ceremonies and backlog management, while optimizing team performance and removing roadblocks. Proven track record of leveraging data-driven insights to drive decision-making, enhance operational efficiency, and align deliverables with business goals. Committed to continuous improvement and professional development, with a focus on fostering customer loyalty through exceptional service and the successful delivery of technology projects.

## Areas of Expertise

|  |  |  |
| --- | --- | --- |
| * Customer Relationship Management * Strategic Planning & Execution * Agile Methodologies & Scrum * Business Process Automation * Dashboard & Report Development | * Stakeholder Communication * SaaS Product Implementation * Learning Management Systems * Cloud Services Coordination * Operational Efficiency Improvement | * Project Management * Business Intelligence & Reporting * Full Cycle Process Improvement * eLearning Solutions Development * Cross-Functional Team Leadership |

## Professional Experience

**Intuit, USA 2024 – 2024**

**Scrum Master (Contract)**

At Intuit, I served as a Scrum Master for cross-functional teams, including engineering, design, and marketing. My focus was on delivering high-quality products within tight deadlines. In this role, I led Agile ceremonies such as Daily Stand-ups, Sprint Planning, and Retrospectives. I also coached teams on Scrum principles and actively removed any obstacles that hindered their progress. I worked closely with Product Owners, stakeholders, and development teams to ensure a well-defined product backlog, prioritized tasks effectively, and delivered maximum business value. I championed continuous improvement by guiding the team in adopting Agile practices, tracking key metrics, and leveraging data-driven insights to enhance operational efficiency and customer satisfaction.

* Significantly improved team collaboration by introducing integrations between Slack, AHA, and Wrike, streamlining communication and fostering transparency.
* Consistently achieved high sprint completion rates through effective coaching on Agile principles and the implementation of a tailored project management system.
* Enhanced sprint planning accuracy by developing a workload-tracking dashboard that helped predict team capacity and ensure realistic commitments for upcoming releases.

**Commlab India LLC, Hyderabad 2019 – 2023**

**Senior Technical Project Manager**

Managed cross-functional teams including front-end and back-end engineers, UX designers, Business Analysts, and in-country operations associates to ensure seamless project delivery. Orchestrated comprehensive project plans, established milestones, and implemented structured communication framework to monitor and guide projects for completion within set timelines. Acted as Scrum Master, leading daily stand-ups and sprint planning meetings to maintain momentum and focus within development team. Oversaw end-to-end LMS implementation projects, from requirement analysis to customization and deployment, while maintaining adherence to budget and schedule constraints. Oversaw project implementations by utilizing Microsoft Project Plan and JIRA to ensure end-to-end delivery.

* Enhanced client partnerships by fostering proactive communication and swift issue resolution.
* Implemented Workday Platforms for more than five customers by showcasing expertise in LMS deployment and customization.
* Achieved 20% boost in client satisfaction and repeat business by meeting project goals and addressing client needs effectively.

**Commlab India LLC, Hyderabad 2012 – 2019**

**Project Manager**

* Led a team of eLearning developers and instructional designers to deliver customized learning solutions for Fortune 500 clients.
* Developed and executed project plans, ensuring alignment with client objectives and timelines, achieving a 95% on-time delivery rate.
* Implemented process improvements that reduced project turnaround times by 20% and increased team efficiency.
* Built strong client relationships by providing regular updates, addressing concerns, and delivering high-quality solutions that exceeded expectations.

**Commlab India LLC, Hyderabad 2010 – 2012**

**eLearning Developer**

Collaborated with instructional designers and clients to produce user-centric learning modules for enhanced educational experience. Applied systematic instructional design methodologies, including audience and task analysis, curriculum mapping, and creation of storyboards and flowcharts. Developed comprehensive instructional design process methodology, contributing to high-quality training curriculum. Maintained communication with stakeholders to ensure successful project implementation and alignment with objectives.

* Enhanced course completion rates by 15% through collaborative design efforts with instructional designers and clients.
* Designed Technology-Based Training and instructor-led training programs by utilizing data-driven analysis for content development.
* Reduced project turnaround time by 20% by optimizing communication and feedback processes with development stakeholders.

## Education & Certification

**Master of Science in Artificial Intelligence**, University of Cumberlands, Williamsburg, KY, 2025

**Master of Business Administration (International Business),** ICFAI University, Tripura, India, 2021

**Bachelor of Arts (Political Science)**, Ambedkar University, Hyderabad, India, 2017

**Project Management Professional,** Project Management Institute, 1799813

**Certified Scrum Master**, Scrum Alliance, 001702912

## Technical Skills

**PM Frameworks:** Agile | Scrum | Waterfall | Lean | Kanban

**Project Management & Collaboration:** MS Project | Jira | Confluence | SharePoint | Slack | MS Teams | Zoom | Wrike | Zoho Projects

**Data Analysis & Visualization:** Power BI | Tableau

**Learning Technologies:** Articulate Suite | Captivate | Adobe Creative Cloud | Lectora | Camtasia | SCORM | AICC

**Web Technologies:** Python | HTML | HTML 5