Abhishek Nagaraja, (CSPO)

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Certified **Scrum Master (CSPO)** and **Agile Practitioner** with a strong foundation in **Servant Leadership**, **Stakeholder Networking**, and **Process Improvement**. Proven ability to facilitate **Scrum Ceremonies**, remove **Impediments**, and improve **Team Velocity** by fostering a culture of collaboration. Skilled in leveraging **Product Storytelling** to align teams and **Generative AI** for backlog refinement.

Education

University of Texas at Arlington — Arlington, Texas, USA
Master of Science in Computer Science — *Aug 2023 - May 2024*

· **Master of Science in Engineering Management** — May 2024 - Current

Jawaharlal Nehru Technological University — Hyderabad, India
Bachelor of Technology in Computer Science and Engineering — *Aug 2019 - July 2023*

Work Experience

Program Manager Intern, University of Texas at Arlington - Texas, USA — October 2023 - October 2025

- **Facilitated collaborative Sprint Planning sessions** achieving **90% sprint commitment attainment** for 'MavMarket' (scaling to 5,000+ users), utilizing **Jira** for capacity planning and ensuring all backlog items met the **Definition of Ready (DoR)**.
- **Orchestrated highly focused Daily Stand-ups** across 7 workstreams to drive **seamless cross-functional alignment**, leveraging strategic network building to resolve inter-departmental impediments in real-time and reduced dependency blockers.
- **Engineered an AI-powered SOP** that **reduced cycle time by 40%**, by automating technical documentation workflows and proactively identifying process bottlenecks to streamline impediments.
- **Conducted data-driven Sprint Retrospectives** for 300+ stakeholders, resulting in a **35% increase in team satisfaction (NPS)**, by implementing actionable feedback loops and fostering a culture of continuous improvement.
- **Coached the development team** on **Agile values and principles**, ensuring strict adherence to Scrum ceremonies and significantly improving overall sprint completion rates through servant leadership.

Business Analyst Intern, NFC Solutions Private Limited - Hyderabad, India — April 2022 - January 2023

- **Served as Junior Scrum Master** for 4 high-priority technical projects, driving a **20% improvement in team velocity** by removing non-technical impediments and protecting the development team from scope creep during active sprints.
- **Accelerated backlog readiness** and reduced refinement cycle time, by **leveraging Large Language Models (LLMs)** to draft comprehensive Acceptance Criteria and assisting the Product Owner in prioritizing high-value user stories according to **WSJF (Weighted Shortest Job First)**.
- **Managed the sprint board in Jira** ensuring **100% visibility** of work, by maintaining accurate burndown charts and tracking task progress to facilitate transparent communication with stakeholders.
- **Coordinated interactive Sprint Reviews** and demos to facilitate user feedback sessions, validating feature releases against business requirements and ensuring immediate value delivery.
- **Collaborated with QA and Dev teams** to resolve blockers, ensuring system integration met high-quality standards with **zero production defects** through rigorous definition of done (DoD) enforcement.

Founder and Community Lead, e-DAM Community - Hyderabad, India — March 2021 - January 2025

- **Scaled the technical community** to **5,000+ members** by **adopting an Agile approach** to content strategy and **building a robust network** of student leaders and mentors.
- **Facilitated community retrospectives** as measured by **high-value attendee feedback**, by using **narrative storytelling** and active engagement to drive continuous improvement iterations.

Projects

Thara: Multi-Agent AI Ecosystem

- **Managed the Scrum Board** for **11 system components** achieving efficient sprint execution, by ensuring clear **Acceptance Criteria** and visibility for the development team on complex architectural dependencies.
- **Secured 99.9% system uptime reliability** by **negotiating Technical Debt remediation** during sprint planning, ensuring critical architectural fixes were prioritized in the **Product Backlog** alongside new feature development.

Google Maps: Product Teardown

- **Validated roadmap prioritization** through **42 user interviews**, conducting qualitative research to advocate for high-impact features and help the Product Owner align the backlog with user needs.

- **Secured stakeholder buy-in** through **data storytelling**, by **assisting in Sprint Reviews** and demonstrating value increments to key leadership stakeholders.

Skills and Tools

- **Agile Frameworks:** Scrum, Kanban, Lean, XP, SAFe (Concepts).
- **Scrum Mastery:** Facilitation, Servant Leadership, Conflict Resolution, Impediment Removal, Backlog Refinement, Retrospectives, Velocity Tracking, Burndown Charts.
- **Soft Skills: Product Storytelling**, **Network Building**, Stakeholder Management, Communication.
- **Tools:** Jira, **Linear**, Confluence, Trello, Asana, Mural, Miro, Slack, Zoom, **Microsoft Office (Word, Excel, PowerPoint)**, **Google Workspace (Docs, Sheets)**.
- **AI & Tech: Generative AI (ChatGPT/Gemini)** for Documentation, **Predictive Analytics**, SDLC, CI/CD, **Clerk (Auth)**, **NeonDB**.

Certification

- Certified Scrum Product Owner (CSPO)
- Google: Project Management Professional Certificate
- Google: Agile Project Management