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**Pavan Kumar Kodange**

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An IT Consultant with over 11 years of experience in diverse set of practices, team management and Scrum master role with result driven in IT operations and ability to learn technologies.

**Professional Synopsis**

* 11 years of IT consulting experience
* Worked on Salesforce Admin
* Release & Deployment
* Agile Methodologies
* Scrum & Kanban
* Change & Problem Management

**Work Experience**

**Tata Consultancy Services**,

Process Consultant - 2016 to current

* Having good experience in Salesforce (SFDC), DevOps & Release Management
* Good experience in Salesforce Administration, configuration of Objects, Profiles, Permission Sets and all other metadata types.
* Good experience in implementing agile methodology using continuous delivery integration
* Delivered Project level training on Salesforce & Version Control tools like Git, Bitbucket.
* Gained good experience as a Scrum Master for Salesforce Dev team.
* Delivery manager for a team of 7 members.
* Work closely with a diverse set of business partners and act as an agent of change.
* Work with Product Manager on updating the product backlog as per requirements from Stakeholders
* Participate in all the Agile ceremonies like Sprint planning/Sprint retrospective and Sprint Demo.
* Participate in UAT phase before delivery of product.
* Lead the sprint Retrospective meeting along with Agile coach to identify areas of improvement.
* Coordinate with the team in daily standup meetings to identify impediments and make sure resolution or workaround is available.
* Maintain KPI’s of the team like using tools like burndown chart to estimate the actual velocity of the team and maturity of agile process.
* Lead the sprint demo call with the Product Manager and other stakeholders and share the sprint cycle progress.
* Work with project team on Onboarding and Offboarding activities.
* Maintain the milestone amounts (fixed/Hourly) and make sure accurate billing is done.
* Develop communications and presentation materials that allow key stakeholders to better understand, and be confident of solutions, product and service capabilities.

**IBM India Pvt Ltd.**

Process Expert – 2012 to 2016

* Transitioned Problem Management from Onshore to Offshore.
* Integrating Problem management with Incident management.
* Developing key metrics measuring effectiveness of Problem Management
* Designing problem management processes and connecting it to portfolio.
* Continuously enhancing the process with SIPs.
* Working with 5 why root cause techniques to perform RCA.
* Scheduling and hosting the Problem Management meetings for better transparency.
* Working with RCA of failed changes and proposing the necessary tweaks.
* First level review of all the changes from standpoint of change management
* Handling risk management
* Reviewing and remediate the failed changes from process’s standpoint.
* Support organizational design and definition of roles and responsibilities
* Coordinate efforts with other specialists
* Handling change-integration as part of transition management.
* Leading the change management team to make the above happen smoothly.

**DELL International Services Pvt Ltd.**

Senior Technical Expert – LEVEL II – 2011 to 2012

* Resolving the advanced software related issues.
* Resolving the technical Issues related to Dell systems through both voice and chat support.
* Handling customer escalations for hardware and the software pertained issues.
* Troubleshooting hardware issues and identifying and replacing parts.

**Certifications**

* SAFe 5 certified Practitioner
* ITIL 2011 Foundation Certificate in IT Service Management Certification
* ITIL 2011 Intermediate Qualification: Service Strategy (SS), Service Design (SD), Service Operation (SO), Service Transition (ST), Continual Service Improvement (CSI).
* ITIL 2011 Expert in IT Service Management Certification
* PRINCE2 Foundation certification
* Performance Improvement (PI) Certification

**Declaration**:

I hereby declare that all the details given are true to my best knowledge.

Kodange Pavan Kumar.