SACHIN RAMESH KADAM

Project Manager| Delivery Manager|Scrum Master| Business Analyst

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Certified SCRUM MASTER | Scrum Alliance: Credential Id 1434490 (August 2021)

PROFILE SUMMARY

Analytical, Adaptable & a Certified Scrum Master with 5+ years of experience in Project Management implementing Agile/ Scrum methodologies, practicing Scrum Ceremonies with the Project teams, and managing deployment/ client onboarding Projects in ERP & EHS domain. I have a proven track record of successful execution of teams by coaching the business standards and processes to be followed to deliver quality products. I would like to further explore the industry, wherein I can utilize my procured skills and expertise to improve the business processes making them more efficient and cost effective.

EDUCATIONAL QUALIFICATIONS

PG- Diploma is Advance Computing – CDAC-MUMBAI, India   **August 2016**

Bachelor in Electronics and Telecommunication Engineering - Mumbai University, India   **May 2014**

CAREER SUCCESS

Duration	Location	Organization	Role
Jun-2017 to Present	Mumbai	Benchmark ESG (Gensuite LLC)	IT Delivery Manager/ Scrum Master
May-2016 to May-2017	Mumbai	The Walt Disney Company	Software Developer
Apr-2015 to Dec-2015	Mumbai	Serco Global Services	Customer Relationship Executive
Sep-2014 to Mar-2015	Mumbai	WNS Global Services	Customer Relationship Executive

CAREER STORY

Project cum Delivery Manager| Scrum Master| Business Analyst @ Benchmark ESG (Jun-2017 to Present*)*

Organization Details: A cloud-based solution provider with 70+ applications for domains such as Environmental, Health and Safety (EHS), Risk Management, Sustainability, and Compliance Excellence.

Roles and Responsibilities as *Project cum Delivery Manager*

- Supporting more than 17 businesses operations as a **Delivery** & **Account Manager**
  - Industries such as Oil & Gas, Healthcare, Power/Energy generation, Aviation etc.
- Helping businesses map their EHS processes to Gensuite applications. Processes such as Training Compliance, Risk Management, Waste Management, Safety, Eco-Sustainability, etc.
- Managing **customer support processes** along with mentoring the team across global locations
- Managing **a cross functional team for 5 applications** where I am **Application Expert and Advisor**
- Worked on **100+ projects** with various roles and responsibilities
- Lead **10+** recent **deployments for global subscribers** and currently supporting them as an Account Manager / ITConsulting
- **Coordinate** internal resources / stakeholders and 3rd parties / vendors for smooth execution of projects
- Ensuring **reliable and quality using Agile as well as Waterfall project management and delivery**. Planning **end to end execution activities** to incorporate client's requirements. Activities such as –
  - Requirements Gathering, Resource Planning, Scrum Ceremonies & weekly review, User Stories, Release windows
  - Projects involved Technology Integrations
- Provide **online and on-site Training** to users across globe
- **On-site exposure** during deployments - Multiple locations in India
- **Digital Transformation** / Implementation of Gensuite applications for the new subscribers by **mapping business**

processes as well as customizing Gensuite applications as needed
- **Pre-Sales**: Demonstrating applications to potential clients from different industries from various countries
- Cross functional activities with Technical, Marketing, Accounts team

Roles and Responsibilities as *Scrum Master*
- Led all Sprint Planning, Sprint Reviews, Sprint Retrospectives, and Daily Scrums with the development team result in successful execution of projects
- Defined project scope and schedule while focusing on regular and timely delivery of value of projects
- Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver new features
- Supported the product owner in managing customer expectations for project deliverables and managed internal stakeholder communications resulting in a 21% increase in customer engagement with new features
- Defined and managed a well-defined project management process and championed ongoing process improvement initiatives to implement best practices for Agile Project Management
- Promoted empowerment of the team and encouraged a sustainable pace with high levels of quality for the team which improved employee retention by 7%
- Served as the main point of contact to drive effective communication throughout all project phases reducing costs through streamlined communication
- Worked closely with Product Management and technical stakeholders to clarify the schedule, status, and details of each project

Roles and Responsibilities as a *Lead Manager*

- Interviewing new candidates and work closely with HR team to **hire best resources** per the job requirement
- Leading internal initiative to **mentor and groom new joiners** and get them up to speed
- Scheduling and Executing **Performance Review** of team members reporting to me
- Monitoring team's performance, planning **Performance Improvement Program** for low performing team members , working closely with them to improve their performance and deliver maximum productivity.

Achievements: Won Employee of the Year Award for consecutive 2 years

Software Developer @ The Walt Disney Company, India.   *(May-2016 to May2017)*

Roles & Responsibilities:
- Frontend Development using Visual Studio and Eclipse (ASP.Net, MVC 4, HTML, Servlet, JDBC) and Database Design (e.g., Stored procedures, Tables, Functions etc.), well versed knowledge of SQL Server 2014 management studio.
- Writing queries in SQL for generating reports depending upon business requirement.
- Providing complete Technical Support on daily basis for application along with database.

Sr. Customer Relationship Executive @ Serco Global Services   (Apr-2015 to Dec-2015)

Roles & Responsibilities:
- Provide Customer support to the day-to-day queries on call or via email faced by our Coram Healthcare Clients within the US.
- Additional Roles/ Projects worked - Gathering high-level Requirements from Client to help develop an internal system to manage and streamline different types of customer requests Convert these requirements to the Business Requirement Document.
- Converting all requirements into UML diagrams Communicating with the Technical team and explaining to them the complete flow and requirements for Internal Application Development.

Customer Relationship Executive @ WNS Global Services   (Sep-2014 to Mar-2015)

Roles & Responsibilities:
- Resolving Customer service issues for BRITISH AIRWAYS customers all over the globe by addressing them over Email or phone call.
- Settling down claims/ issuing refund if any disputes due to improper service Onboard or while booking tickets.
- Handling daily activities like maintaining spreadsheets of addressed issues.

TECHNICAL SKILLS & CERTIFICATIONS

Certifications	Certified Scrum Master (CSM), PG-Diploma in Advance Computing, Business Analyst
Software Tools	MS Office 2016 pack including Visio/Project, JIRA
Databases	Microsoft SQL Server 2017, MySQL queries
DW/BI Tools	Tableau, Power BI
Functional Skills	Scrum planning, Agile Methodologies, Software Development, Agile Project Management, Process Improvement, SDLC, UML, Basics of Kanban methodologies
Web Technologies	HTML

PERSONAL DETAILS

Correspondence Addresses
   Kalyan: B-301, Ammu Arcade, Mhasoba Maidan, Karnik Road, Kalyan West - 421301
Relocation Preferences: Mumbai, Pune
Date of Birth: 31st March 1992