

SHIKHA SAHNI

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Skilled Scrum Master with 8+ Years of experience in Scrum, Business Analysis, Client Relationship Management, Channel Management and Team Management.

Skills

- Strong understanding of the agile methodology and frameworks like Scrum, Kanban, XP, etc.
- Understand the basic fundamentals of iterative and incremental development.
- Detailed understanding of Software Development Life Cycle (SDLC).
- Knowledge about Agile techniques like User Stories, Epics, Tasks, Continuous Integration, Continuous Testing, Agile Games etc.
- Strong understanding of and demonstrated experience in using Agile Software like: Jira / Confluence.
- Ability to take and understand commitment to deliver the product on time.
- A trusted advisor, skilled at coaching, consulting, mentoring, influencing, and fearlessly challenging, teams, leaders and associates at all levels of the organization on behavioral changes that will deliver continuous improvement and increased value.
- Strong written and verbal communication skills, able to convey thoughts and messages in a clear and succinct manner.

Work History

Business Analyst / Scrum Master

Rapid Gyan (Bengaluru Karnataka) 2017 oct to till date

- Lead the scrum team in using Agile methodology and scrum practices.
- Helping the development team to achieve customer satisfaction.
- Remove impediments and coach the scrum team on removing impediments.
- Facilitating scrum events backlog refinement, sprint planning, daily stand up, sprint review, sprint retrospective
- Resolve conflicts and issues that occur.
- Facilitate discussion, decision making, and conflict resolution
- Support and educate the Product Owner, especially on grooming and maintaining the product backlog.
- Defining and implementing required metrics to monitor and report on team capacity utilization, velocity tracking, product outcome, Product value delivered to customers etc.
- Create, groom and maintain the project feature and story backlog in addition to any changes to those requirements along with product owner

Aircel Ltd as Activation Officer

Key Result Areas: (From 15 July 2013 1 Sept 2014

- Prepaid Sim Activation.
- Handling distributor and out late queries.
- Handling of all Delhi NCR ME/SE categories MIS.
- Handling of all above mentioned work and reporting the same to manager and client.

- Handling Tele-sales calling and field team.
- Documents audit all Delhi NCR Aircel center.

AIRTEL EXPERIENCE Relationship Manager for Airtel Process (QFS Pvt Ltd).
From 15 Oct 2012 to 15 July 2013 & From 12 March 2015 to 20 Apr 2016

- Provided excellent customer service including answering questions and locating products.
- Responsible for the collections according to given bucket wise Accounts.
- Retaining the customer by offering related retention tools.
- Reviewed customer complaints and initiate solutions in an effective and timely manner.
- Ensured complete satisfaction to the customers.
- Daily collection MIS maintain.
- Compile, maintain, and distribute Airtel management reporting including daily reporting compile and report all work coming in and completed.
- Preparation of client servicing reports for complex and sensitive clients.
- Escalate to the senior's management any potentially difficult situations which may impact the monthly reports.
- Doing lease line account updating like, downgrade, price revision, ownership change, billing trigger etc
- Raise Epcn for price revision cases & coordinating with concerned team's
- Giving Grm support like feasibility, link down cases, customer billing query's
- Resolving /Closing SR's for provisioning & account updation related.
- Ensure to share documents policy & updation policy with customer & Grm's
- Handling of all above mentioned work and reporting the same to manager and client.

Tata Teleservices Ltd. (KOU-CHAN) as Team member
Key Result Areas: (From 2 Apr 2007 to 30 Jun 2011)

- Back-office operations related to Billing issue & all billing activities.
- Analysis the activities for Bills (Billing plans & various packages) & payment related.
- Handling the Collection agency helpdesk and resolving the queries.
- Dispute/ Query resolution on Case-to-Case basis to customers.
- Other common functions: Supervision & Quality check control of Collection agencies, MIS & Analysis Weekly/Monthly.
- Assisting in development and testing in pre-launch Phase and enhancements thereof to improve system functionalities.
- Looking after SRs (Service Request) raised by call center executives.
- One to one resolution of E-POS- billing cases
- Gets stuck into error are resolved so as 100% of billing related issue.
- Looking Service Request raised by call centre executives.
- Process Control & MIS reporting to management on Daily, Weekly & Monthly basis.

EDUCATION

- ❑ 10th
- ❑ 12th
- ❑ BA (Pol. Hon) IGNOU
- ❑ MBA From PTU

PERSONAL DETAILS

Husband name : Nitin Sahni
Languages Known : Hindi, English
Address : 4a/26 Old Rajinder Nagar delhi 110060

Date :

Place : Delhi

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