

# Avantika Shah

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Certification: Certified Scrum Master

## Professional Summary

Experienced Scrum Master with a keen ability to understand and build complex systems and focusing relentlessly on removing impediments from team and delivering customer centric products and features. Experience in identifying analyzing and documenting software defects with extensive and analytical skills, attention to details and ability to work in a fast-paced environment.

## Skill Set

|                  |                                     |
|------------------|-------------------------------------|
| Agile Framework  | Scrum & Kanban                      |
| Test management  | Jira                                |
| Domain knowledge | Insurance (Processing and Accounts) |
| Automation Tools | Ui Path & Test Magic                |
| BA Tools         | MS PowerPoint, MS Word and MS Excel |

## Current Work Profile

Associate Professional Product Test Engineer/ Scrum Master

06/2019 to Current

DXC Technology

Bangalore, Karnataka, India

### Current Role:

- Skilled in Agile Methodologies and Software Testing.
- Facilitating Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives
- Assessing each scrum team member's responsibilities and delegated tasks to balance each employee's workload.
- Applying agile methodology to shorten cycle time and achieve target margins.
- Driving Scrum team progress to overcome obstacles and realize success throughout life of each sprint.
- Collaborating with product owners, team members and other scrum masters to define solutions and drive progress.
- Proactively identifying and finding ways to resolve issues to prevent distractions and keep projects on track.
- Providing extensive guidance on Agile scrum processes and methodologies to highly effective teams with goals of improving quality and productivity.
- Managing product backlog and supported Scrum framework for monthly sprint releases.

Associate Professional Product Test Engineer

05/2016 to 06/2019

DXC Technology

Bangalore, Karnataka, India

- Involved in all phases of the Agile SDLC from analysis, design, development, testing, implementation and maintenance with timely delivery against aggressive deadlines.
- Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches.
- Assessed software bugs and compiled findings along with suggested resolutions for development team members.
- Collaborated with developers and product owners to stay current on product features and intended functionality.
- Created accurate and efficient test scripts to manage automated testing of certain products and features.
- Coordinated work with various teams to solve problems and improve efficiency for software testing and automation.
- Carried out tests to identify, report and repair issues such as bugs and glitches.
- Defined, created and controlled testing environments for successful software deliverables.
- Ensured the release of premium-quality applications that provided intuitive experience for users.

**Senior Assistant Business Process Services  
(AON Insurance Fid Accounting Process)**

**11/2015 to 04/2016**

**DXC Technology**

**Bangalore, Karnataka, India**

- Interacted with stakeholders regularly for the portfolio management
- Handled general ledger, accounts receivables and accounts payables
- Managed the reconciliations of all accounts for various currencies
- Managed monthly, quarterly & year end close process of accounts receivables and payable including preparing reports/schedules.
- Investigated and resolved billing and account discrepancies

## PAST WORK EXPERIENCE

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**Insurance Process Associate  
Prudential Processing Management Services**

**05/2014 to 10/2015  
Mumbai, Maharashtra, India**

**Process Associate  
TATA Consultancy services**

**01/2012 to 05/2013  
Pune, Maharashtra, India**

**Customer Service Executive (Blended Process) (US Project)  
EXL Services**

**02/2010 to 10/2011  
Mumbai, Maharashtra, India**

## EDUCATION

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- B.Com. from Shivaji University in 2007