



MONA ARUMUGAM

Strategic CSR Professional

+91- 9952757971

monaarumugam0911@gmail.com

Puducherry, India

Certified Scrum Master offering overall experience of **6 years** in **Agile Methodologies, Scrum Framework, Kanban, Scrumban, Management Reporting, JIRA, Confluence, Data Visualization, User Stories, SDLC, Production Support, Visual Modelling, Business Documentation, EDI, ERP, & Use Cases**; worked under Agile environment with proven history of successful work with cross-functional teams; targeting assignments as **Agile Coach**

Core Competencies

Scrum & Agile Management

Product Ownership

Code Reviews & Debugging

Agile Transformation

Requirement Gathering & Analysis

Change & Incident Management

Process Improvements

Team Management

Program Management

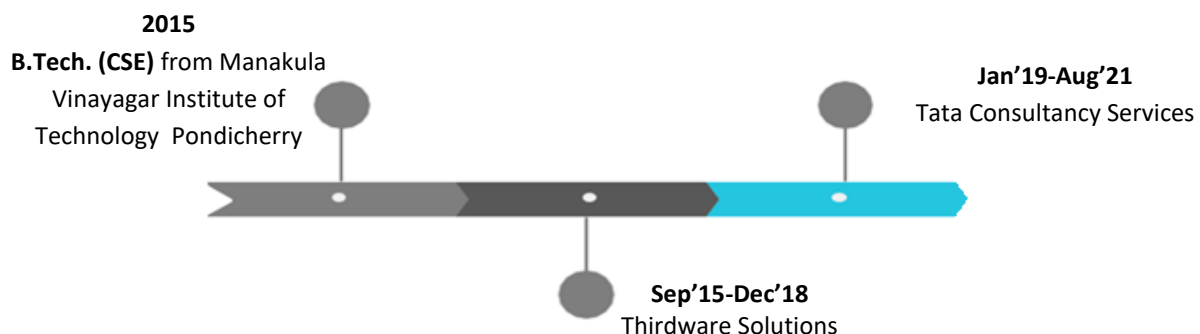
Profile Summary

- **An enabler & resourceful Scrum Master & Agile Coach with proven success in building self-directed & self-efficient teams**; excellence in leading a large Scrum Adoption & Implementation by designing a customized Scrum framework & governance; hands-on expertise in **Confluence & JIRA**
- **Keen Agile Coach** with skills in guiding teams into the Agile methodology, providing employees with feedback and means of improvement, catalyzing organizational growth and answering questions
- Acted as a **Product Owner and Bridge between team & clients** and supported them on conflict resolution, effective communication, priority setting, defining better acceptance criteria, & business values
- **Mapped requirements of clients** as well as different Senior Management, Vendors / Consultants & other stakeholders for ensuring overall coordination of Product Management deliverables into the Scrum execution process in addition to communicating out status to stakeholders and upper management
- Resourceful at developing & establishing a team with **practical agile knowledge** and helping them achieving sprint objectives and becoming a self-organized team
- **Capabilities in designing a strategy for the organizational adoption of Agile starting** from the introduction of Agile & employee education, to fostering teams & cultures that practice Agile, to sustaining Agile methodologies and continually offering strategies for improvement
- Notable success in providing technical & functional support for **ERP QAD in Standard & Enterprise Editions with experience in Functional Modules like Sales, Purchase, Inventory, Material Management and EDI associated with ERP (MFGPRO)**
- **Expertise in managing Project Management** tasks right from planning, monitoring, controlling, developing phases of project lifecycle through Agile, Scrum and Waterfall practices/methodologies
- **Result-oriented professional** with planning, communication, interpersonal & negotiation skills; capable of working under considerable pressure to deliver solutions on time & within budget

Education

B.Tech. (CSE) from Manakula Vinayagar Institute of Technology Pondicherry in 2015; secured 84%

Timeline



Awards & Recognitions

At Thirdware Solutions

- **Conferred with:**
 - **Half Yearly Team Award** for being part of and ensuring the success of Visteon DDM Support Team
 - **Pat On the Back** for strictly adhering to the practice of making documents and knowledge learnt in form of Knowledge Base.

Knowledge Purview (Technical)

- **Scrum Framework:** Scrum Values, Events, Artifacts, Scrum Guide 2017 & 2020, Product Ownership, User Stories, Estimations, Scrum Master and Product Owner Metrics – Sprint Burndown Charts, Velocity Charts, Backlog Refinement/Grooming, Agile Methodology, Management Reporting
- **Conflict resolution and Coaching**
- **Visual Modeling Techniques:** Use Case, Process Flowchart, SCORING, RACI Matrix, SWOT
- **Applications:** JIRA, Confluence, Personio, Clickup, QAD/Mfgpro, QAD(EE,SE), Gentran (Version 6.1) GXS Exchange Webportal, SQL
- **EDI Expertise:** Inbound, Outbound Flows, EDI Architecture And Transformation Maps
- **Sales Module Expertise:** Sales Order, Sales Order Types, Shipment And Invoicing
- **Purchase Module Expertise:** Purchase Order Module Including Requisitions, Creating PO, Types of PO & Receipts
- **Language:** Progress 4GL Basics, SQL, Basics of Unix
- **Others:** Gentran, Translation In Gentran, Basic Knowledge On Map Reading In Gentran; Resolving & Troubleshooting Interface Issues; worked on Interfaces Like JCAP V CONCUR, Gentran

Work Experience

Product Owner / Scrum Master / Functional Analyst
Jan'19-Aug'21 with Tata Consultancy Services, Bengaluru, Chennai & Pune

Significant Highlights & Contributions:

- Lead few teams as and coached scrum masters of other teams
- Assisted in **Product Launch Management, Go-To Market Readiness Management & Documentation, and HR Automation & Documentation**
- Tracked status of each sprint cycle through **Sprint Burn Down Charts and Burn Up Charts**
- Trained team on scrum guide, scrum events likes daily scrum call, retrospective, planning, and run the team through best practices of writing user stories
- Adhered to **INVEST (Independent, Negotiable, Valuable, Estimable, Small, and Testable) criteria and SMART (Specific, Measurable, Attainable, Realistic and Timely) model**
- Guided team in drafting Definition of Done (DOD), Acceptance Criteria, User Stories and evolve over time
- Extended support to Product Owner and ensured the product backlog is properly refined & prioritized to maximize value
- Used creative techniques for elaborating user stories to be ready for the upcoming & future sprints
- **Revamped daily standups, sprint reviews, sprint retrospectives, & backlog grooming** by setting organizational wide processes and tools and communication among the program

Project: One Hanon / Hanon

Period: Oct'19-Apr'20 / Jan'19-Dec'19

Organization: Tata Consultancy Services

Responsibilities:

- **Worked as a:**
 - QAD EDI Product Owner for client Hanon and Scrum Master for the internal team
 - Product Owner & explained the logic of transformation maps for a few regions in QAD required for migration of EDI setups and maps from QAD to SAP
- Attended daily calls with client, SAP, and EDI Team to ensure that the process is clearly explained
- Facilitated daily scrum internally, managed scrum events and helped them attaining maximum efficiency often as a Scrum Master
- Participated in standups with client as the Product Owner while ensuring process is clearly explained to SAP & EDI Team
- Supported & resolved EDI related issues like document flow, setup issues, incorrect document content in both Inbound & Outbound Modules
- Identified the root cause of issues and resolved issues/tickets in a quicker manner

Previous Experience

Scrum Master & Product Owner Sep'15-Dec'18 with Thirdware Solutions, Chennai

Induced transparency with the implementation of daily calls; gathered best requirement from clients on a daily basis

Projects

Project: Visteon DDM Support, Superior Support, Reydel Support, Lear L2 Support (QAD Functional) Support), Lear CEBU Support, Lear EDI Support

Period: Sep'15-Dec'18

Organization: Thirdware Solutions

Responsibilities:

- Managed team as a Scrum Master and caused the impediment removal for smoother functioning of the team
- Coordinated with clients as Product Owner in QAD Distribution Modules like Sales, Purchase and Inventory; gathered client's requirements & cascaded the same to team
- Helped team in resolving tickets assigned by Business by providing a permanent solution, RCA to it
- Developed basic knowledge on debugging the Reporting Framework Issues
- Identified & resolved bug in pre-existing functionality & repetitive issues in accordance with the business process & functionality
- Supported EDI related and Gentran related Issues like support manual translations in Gentran and mapping issues
- Validated the existence of setups in GXS and Open Text/ Trading Grid online

Learning Experience

Enterprise Scrum Master Course with Archibo IT Consultancy & Services, (Germany Based Firm)

Growth Path: Joined as Scrum Master Trainee → Scrum Master → Enterprise Scrum Master

Significant Highlights & Contributions:

- Lead 6 teams as the Enterprise Scrum Master and coached scrum masters of other teams
- Mentored other team members for PSM1 and PSPO1 certification with **100%** success rate
- Developed extensive content for FAQs and website related to Scrum
- Associated with multiple team in **Product Launch Management, Go-To Market Readiness Management & Documentation, and HR Automation & Documentation**
- Lead the scrum team using Agile methodology and scrum practices
- Helping the product owner and development team to achieve customer satisfaction
- Lead the scrum and development teams in self-organization
- Causing removal of impediments and coach the scrum team on removing impediments
- Resolve conflicts and issues that occur
- Help the scrum team achieve higher levels of scrum maturity
- Support the product owner and provide education where needed

Recognitions in Archibo

- **Recognized by:**
 - CEO for onboarding new team members into Scrum with positive learning curve, coaching & mentoring distributed Agile Teams in Scrum Adoption & Scrum Certifications with 100% success rate
 - Product Owner on making alignments with the team and being enthusiastic to keep learning new things

Personal Details

Date of Birth: 9th November 1993

Languages Known: English, Hindi & Tamil

Address: No 10 Manikandan Nagar, Lawspet, Puducherry-605008