

Saltanat Khan

Agile Scrum Master

Honeykhan08@gmail.com

Phone- +91 8826360427

Summary

Experienced and certified scrum master with a proven history of building and understanding complex systems by focusing on removing the impediments from teams and delivering customer-centric products and features. As a program manager helped in maintaining clear communication of objectives and features and promoting and building interpersonal and employee relations for the profitability of the organization. Is comfortable with projects that require multi-tasking and is flexible with changing priorities. Successfully completed different roles given by the management and helped achieved MVP conforming to deadlines. A go getter with zeal of learning new projects and new techniques.

Work Experience

Ooki- UK (IPResourcing)

2019-Present

Acted as a Scrum master and a change agent and helped coach the team about agile principles. As a Program and operations manager helped in clear communication of objectives and features of the product and maintained clarity. Maintained the communication with clients with ease and helped plan the communicated product requirements along with product owner and technical manager.

- Planned and coordinated user stories and definition of done and remained part of technical planning in order to achieve **timely delivery** and estimations
- Acted as a change agent by increasing the productivity of team by over 40%
- As a **Jira admin**, built projects from scratch in Jira with epic allotments and labels as per the requirement
- Pointed out the gaps in the user stories to the product owner for a seamless user experience
- Tracked the Jira progress of stories, time logged, estimated values and maintained Jira hygiene
- Remained part of tools like **Confluence**, Trello and **Monday Board** for **Management reporting** and tracking purposes
- Remained part of **Product lifecycle** and achieved MVP's to launch in the markets
- Communicated clear expectations, managed **team performance**, and built high morale among team members
- Used Agile methods and processes to coach the product owners through complex problem solving and solution strategies
- Ensured user stories were 100% ordered, defined, and ready to be worked on by the team
- Identified complex impediments and assisted teams in identifying a path to deliver on their sprint commitments
- Guided Agile principles and facilitation skills to ensure teams were working in an Agile mindset and utilizing **Scrum practices**
- Ensured that the project team lived Agile values and principles and followed client-required processes and practices
- Spearheaded Agile Ceremonies such as **Sprint Planning, Daily Standups, Retrospectives Story Refinement** etc
- Tracked and communicated projects' progress to stakeholders and management staff
- Interfaced with product owners on an active basis to **manage product backlog** and sprint activities
- Removed obstacles and managed risks to enable team efficiency and effectiveness
- Ensured 100% of Scrum activities were tracked, kept up- to-date, and reported

Intelligent Project Resourcing Pvt Ltd.**2018- 2019 (Client based- UK)**

Acted as a Program Manager and Scrum master and coached the team in Agile. Helped the developers in incorporating Jira as a task management tool and maintained Jira hygiene. Got promoted as an operations manager and handled that role with ease too.

- As an operations manager helped the management in achieving organizational goals
- Organized meetings with clear agendas and helped the product owner in removing impediments
- Organized Jira and scrum practices and helped team to coach and follow agile practices
- Helped achieve MVP's and relayed progress to management
- Maintained a clear approach on High priority items and estimations
- Managed multiple projects and teams
- Led daily stand-up meetings, reviews, demos, and other project-related meetings
- Provided coaching and support and drove Agile/Lean practices to deliver value across the Organization

Make Profit Learning Centre**2015-2017**

- Worked as a Program and operations manager in achieving organizational goals
- Organized seminars and helped the management in achieving the goal
- Worked as a Project coordinator and helped achieve MVP and relayed progress to management

Key Skills:

- Agile Frameworks - Scrum
- JIRA & JIRA Portfolio
- MS Excel, Confluence, Jira
- User Stories, Continuous Integration
- CSM Certified
- Team working skills
- Excellent management skills
- Excellent interpersonal and communication skills
- Ability to multitask
- Diplomacy and sensitivity when working with clients
- Decision making skills

Education:

- BBA- Jamia Hamdard, Delhi- 2007 - 2009
- Masters in English- Bareilly University- 2010- 2012