

Moni Verma

A 12 Years experienced professional with keen ability to understand and build complex systems..

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Work Experience

01/2019 – 01/2021

Gurgaon, India

GSR:

Scrum Master

- Restructured Release Module (ServiceNow) to improve better user experience and satisfaction.
- Create BRDs and document full requirements, including form layout, fields, and workflows
- Working with stakeholders and & cross-functional teams for scoping, prioritization, and scheduling of changes to Pre-production and production environments, coordinating UAT activities.
- Facilitate leading Agile delivery Methodology including grooming, planning, daily scrums, reviews and retrospective.
- Own the product roadmap and met of all feature deadline
- by proactively identify and mitigate any impediments
- Revised and Implemented changes in Server request approval process and workflow which reduces overall
- Server commissioning process by two weeks and minimized user escalation.

08/2015 – 01/2019

Noida, India

Wipro :

Operation Manager/ Scrum Master

- Increased efficiency by creating SOPs for repetitive tasks & improve the FCR percentage from 30% to 50%.
- Identifying trends and potential Problem sources (by reviewing Incident and Problem analysis).
- Mentor and assist new hires, Assist with training and identify training needs
- Revised & Establish policies, procedures and best practices for delivering service on time

01/2011 – 08/2015

Delhi, India

HP:

Manager Client Support

- Leads the overall IT Infrastructure (Datacenter & End-user) Operation at Organization.
- Responsible for catering any new operational requirements from Management functions.
- Responsible for audit compliance (ISMS, ISO 27001) for all IT operations.
- Responded to all customer inquiries assigned to me within 24 hours and met my major deadlines.

12/2007 – 09/2010

Gurgaon, India

IBM: Shift Lead

- Monitoring & handling Helpdesk call/ ticket queues to ensure faster response and resolution as well as reviewed the calls for quality.
- Responsible to prepare reports.

Core Competencies

- Stakeholder management
- Cross functional Team management
- Software Development Life Cycle (SDLC)
- Agile: Scrum, Kanban & SAFe
- Product Backlog management
- & Prioritization
- User Stories & Product Roadmap
- Reports, Dashboards and Trend Analysis
- ITIL Framework,
- Gap Analysis & Process improvement
- DevOps and Cloud

Job Specific Skills

ITIL| Scrum| Requirement Gathering| Collaboration |Team Management| Conflict Management |Empathy | Leadership

Tool:

- Jira
- ServiceNow
- Microsoft Visio
- PowerBI

Certifications and Trainings

- ITIL V3 Foundation Certified
- SAFe Scrum Master

Education

- Bachelor of Engineering (C.S) from Maulana Azad College of Engg. & Tech., Patna in 2006
- **MBA (IT)** from Sikkim Manipal University in 2012

Awards and Recognitions

- Awarded as Best Performer in Quarterly review for two consecutive quarters.
- HP awarded for valuable contribution in excellent support as Quality Champion in implementation of QMS
- Appreciation and R+1 award for continuous efforts and dedication to get the deliverables achieved