**­Nishell Coutinho**

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**PROFESSIONAL SUMMARY:**

* **Around 6** years of IT experience in **Software design, development, Implementation** and **Project Management/Scrum Master.**
* **Certified Scrum Master® (CSM), Scrum Alliance**
* Facilitated **sprint planning, sprint review, retrospective meetings**, **daily scrum meetings, show and tell** and worked on deliverables for each **sprint**
* Facilitate and responsible for mentoring scrum team to apply agile methodology and mindset to promote continuous improvement.
* Managed **escalations, impediments, risks**, and challenges associated with product development
* Support the Product Owner in maintaining the Product Backlog and keeping PBI in order of priority. Proficient in documenting EPIC (User Stories), Acceptance Criteria, and User Story Documentation
* Motivate team to come up with shippable product that meet sprint objetive .
* Coordinated execution of **development projects** from initiation through release by leading teams of product managers, engineers, QA and all business stakeholders
* Tracked **iteration progress**, contributed to **design discussions** and removed **obstacles** to an iteration
* Good knowledge of Agile, waterfall software development life cycle including requirement analysis, project planning, project design, project execution, issue tracking and reporting for onsite - offshore delivery model
* Very comfortable working in fast paced environments with tight deadlines. Very good experience in Global delivery model and coordinating work across various time zones within US and across the globe.
* Experience executing within the Scaled Agile Framework **(SAFe).**
* Hands-on experience with Rally project management software for managing SAFe projects**.**
* Team designed and trained to follow Kanban or Scrum based on project or user story.
* Introduced Kanban Method for high priority customer issues which was copied across LOBs
* Used Agile and Kanban frameworks to manage the product development workflow.
* Extensively worked with development team to validate the system functionality.
* Extensively participated in project status meetings.
* Created high level design, low level design, **BRD** and **SRS** documents
* Coordinated and managed **global events** and meetings
* Coordinated and drove activities across **multiple lines of business**
* Engage stakeholders, contributors and technical resources to analyze risk and resource limitations.
* Assess and train end users and stakeholders on standard/technical operating systems
* Implementation planning and management system for data collection and forecasting
* Increased efficiency by tracking information about development life cycle using **JIRA** software for **planning, tracking, releasing, and reporting**
* Practicing Agile and development frameworks and standards, Test Driven Design & Development.
* Proficient in gathering and analyzing the Business Requirements, documenting System Requirement specification, **Functional Requirement specifications, Requirements Traceability Matrix, software development** plan.

**Additional Information**

**Methodologies** SCRUM, SAFe, KANBAN, Waterfall

**Databases & Tools** Oracle, MySQL

**Languages** SQL, UNIX,

**Internet Technologies** HTML, XML, HTTP

**Business Tools** Share point, Oracle Web Center, MS PowerPoint,

MS Project, MS Visio and MS Web, MS Excel, Rally, Jira,

ingle, Version One, CAD, Confluence, Alfresco.

**EDUCATION and CERTIFICATION:**

* **Certified Scrum Master** (**CSM**), Scrum Alliance
* **Bachelors in business management, Mangalore University, Mangalore, KA**

**PROFESSIONAL EXPERIENCE:**

**American Express, Salt Lake City, UT MAR 2016 – Current**

**Scrum Master**

**Project Description:** - Global Registration (GREG) is an application that allows Program administrators (PA’s) to enroll permissions to a particular corporate credit card. When a PA completes the enrollment, they receive an email to activate the profile. The Email then forwards the GREG to another application called PA Login where the PA’s activate their profile and continue the process.

**Responsibilities:**

* Improved teamwork by identifying and maintaining dependencies among scrum teams
* Brought the dev team up to speed on why and how Agile was necessary, for company success and provided on-going coaching, to keep their attention Agile focused
* Defined process framework to enable efficient service delivery on cloud (SFDC) - SaaS
* Facilitated sprint planning, sprint review, retrospective meetings, daily scrum meetings, show and tell and worked on deliverables for each sprint
* Aligned stakeholders on documented framework, release/deployments and developed training material
* Facilitate the team to self-organize and self-manage in a SAFe framework.
* Coached teams and programs on SAFe, Agile, Lean, Kanban, Scrum, and Rally.
* Implement Scaled Agile principles (SAFe) for integration projects with dependencies.
* Making business plans for the application development practice for revenue growth
* Mentoring and supervising the teams for technical growth
* Working on process improvements and implementation of new methodologies for software
* development and project management
* Working between business and IT to finalize the requirements and then converting them to
* functional specifications.
* Increased value by planning deployment, unit testing, system integration testing, regression testing, end to end UAT, and PIV (post implementation validation)
* Improved efficiency by planning capacity, velocity and maintained reports like iteration burndown and velocity charts
* Managed escalations, impediments, risks, and challenges associated with product development
* Implemented test driven development within scrum teams and regular KT’s from QA
* Delivered technology solutions by working with product owners, architects, engineers and quality assurance
* Coordinated execution of development projects from initiation through release by leading teams of product managers, engineers, QA and all business stakeholders
* Tracked iteration progress, contributed to design discussions and removed obstacles to an iteration

**Environment:**CA Rally, SAFe, MS Visio 2010, MS Office 2010

**T Rowe Price, Baltimore, MD** **FEB 2015 – MAR 2016**

**Scrum Master**

**Responsibilities:**

* Assist and Coach product owner in prioritizing Product Backlog
* Manage offshore teams in different geographical places.
* Escalate issues to the management and seek timely resolution.
* Ensure task completion with delivery of features and business value to customer.
* Facilitate the daily stand up, backlog grooming, sprint planning, sprint review, sprint retrospective and other meeting as required by the team.
* Facilitate discussion during backlog grooming and sprint planning to achieve user story development and estimation.
* Helped the team embrace SAFe Core Values, adopt and apply SAFe principles, and implement SAFe practices.
* Educated the team in Scrum, XP and SAFe practices and providing the environment for continuous improvement
* Worked with the Product Management team to develop release plans and ensure product backlog is groom to achieve PI objective, prioritized and visible to all stakeholders.
* Help team resolve and track impediments by finding the right personnel to resolve them, escalate when necessary and protect team from external interferences.
* Participate in Scrum of Scrum to ensure cross-team collaboration, coordination of release plans, report overall project status, and upcoming risks/dependencies.
* Motivate the team to work towards continuous improvement and deliver shippable product that deliver business value for every sprint.
* Improve transparency by publishing agile metrics with velocity chart, sprint burndown, scrum board, and release burndown charts.
* Encourage refactoring to incrementally refine design and reduce technical debt.
* Drive significant organization change across agile team to support agile development.
* Promote cross function to ensure task completion and delivery of features.
* Coordinate with other Agile teams to resolve cross-team issues and resolve dependencies
* Communicate status, risks, barriers to relevant stakeholders and leadership.
* Encourage team to self-organize and cross function to boost productivity.
* Coach a continuous improvement mindset, recommend adjustments to established delivery practices and advocate transparency, honesty, and creativity.
* Communicate status, risks, barriers to relevant stakeholders and leadership.
* Coordinated with other teams such as the System team, DevOps, Shared services and Release management.
* Assisted teams in preparation of activities including PI Planning, System demos and the Inspect and Adapt workshop
* Work with other Regional Business Development Managers to achieve sales objectives and share best practices.
* Collaborate with corporate functions, such as Credit Services/Finance for customer financial status and sales data updates, marketing for development of customer programs and new product launches.

**Lloyds Banking Group, Edinburgh, UK JAN 2014 – JAN 2015**

**Scrum Master**

The project was to enhance the Credit Card Transaction server by providing an addition layer of security to guard its customers from transaction fraud. The project involved implementing a geographical information system that will capture, manage and analyze change in pattern trends and IP addresses.

**Responsibilities:**

* Coordinated and conducted JAD sessions, interviews and walkthrough sessions involving stakeholders, Product owner and technical team.
* Conducted GAP Analysis, Impact Analysis and SWOT Analysis to understand the current state and expected state of the system.
* Created the Business Requirements Document (BRD) and System Requirement Specification (SRS).
* Assisted in generating Unified Modelling Language (UML) diagrams for end to end functionality.
* Proposed the idea of using SWIFT RBM tracker for the accurate and efficient transaction tracking of its customers.
* Performed the role of a Scrum Master and facilitated the daily stand up meeting, the sprint review meeting and the retrospective meeting as part of the scrum ceremonies.
* Helped create user stories and prioritize the product backlog as part of the scrum team.
* Created releases and cycles using HP ALM (V 11).
* Assisted with the data modelling and data reporting activities.
* Used Informatica tool while extracting data from SQL database.
* Performed data warehousing activities like data cleansing, data validation and data manipulation.
* Used PEGA for managing the activities, reporting making, case management issues.
* Handled change requests and in the reprioritization of the product backlog.
* Represented the business requirements through user stories, use cases, Entity relationship diagrams and process flow diagrams.
* Assisted the Quality Analysts in defects tracking. Created test cases, test plans.

**Environments: PEGA, SWIFT RBM, MS Office, MS Excel, MS Word, Informatica (v 9.3), Transforming and Loading (ETL), SQL, HP ALM, MS Visio, MS Outlook, MS Projects, Agile Scrum.**

**BNY Mellon, Pune, India**  **NOV 2012 – DEC 2013**

**Scrum Master**

**Responsibilities:**

* Facilitating the daily scrum meetings, spring planning, spring review, and spring retrospective.
* Established effective communication for the department with consistency across development and business management. Presentations, recommendations and updates provided regularly to the Director office.
* Provide visibility to team impediments/risks and helps eliminate them • Coaches and mentors agile team members and provides constructive performance feedback
* Trained and coached a development team of 6-8 and management team of 12 to utilize Agile Methodology with Scrum
* Encouraging the team for self organization to boost the efficiency and coordination
* Working with stakeholder’s / product owner’s to prioritize the requirements for sprint.
* Encouraging the team to come up with reusable elements and use the best practices.
* Helped the product owners to come up with set of stories for better understanding for estimate and development.
* Motivated the team to come up with quality shippable product and meet the product goals.   
  • Tracks and reports status and other metrics against goals on an ongoing basis
* Keeping the team together all the time to ensure successful sprints.
* Managed offshore teams in different geographical places.
* Ensured task completion to specification, on time and within budget.
* Representing the team to report overall project status and upcoming risks and suggest solutions about it.

**Northern Trust, Bangalore, India** **FEB 2011 – NOV 2012**

**Business Analyst**

**Responsibilities:**

* Improved efficiency, achieved timely deliveries within budget and managed project plans and resources
* Implemented innovative methods and techniques, reduced lead time, and achieved cost savings
* Performed PERT analysis to estimate the length of a new project at 75% confidence
* Lead and managed a team of 16 to keep everyone’s goal aligned with the goals of the project
* Performed earned value analysis and compared it with planned value to track schedule and cost of the project
* Identified project scope using context diagrams, use case diagrams, and feature roadmap
* Used MS Visio for block diagramming, charts and graphs, and web diagramming
* Developed and delivered functional and technical project artifacts including use cases, user stories, requirement definition, process definition, user interface design, test strategy, and test cases
* Increased efficiency by tracking information about development life cycle using JIRA software for planning, tracking, releasing, and reporting