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**Deepa Gandhi**

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**Summary**

* Result and task oriented **MBA, PMP, Certified Scrum** master professional with quality experience in IT Business Analysis, Project Management and scrum master.
* Able to work in a team environment and actively participate in projects within work groups and across organizations.
* Evangelized the benefits of being Agile and helped to foster adoption of Scrum framework
* Excellent presentation skill and an acting mentor/ Coach to a young or troubled Agile team.
* Have a good Knowledge and hands on experience of Six Sigma tools and green belt trained.
* Good technical knowledge and quick learning and adaptability to various technology.
* Worked on various Technical domain projects like Mobile App development, Cloud Computing, REST APIS and Data Warehousing, database servers.
* Excellent communication, Negotiation, Conflict resolution and Inter Personal Skills with ability to apply PMI Skills and to lead the team towards success and customer Satisfaction
* Worked in various industries and domains like Cloud infrastructure, Insurance, Finance, Data warehousing and Telecommunication.

**Professional Experience**

**Charter Communications, St Louis MO Oct 2013 – Till Date**

**Project Manager/ Scrum Master/ Agile Coach**

**Domain:** Cloud Computing, REST API, Storage Services

**Responsibilities:**

* Defined the Project Scope and release cycles.
* Worked extensively in the architecture of cloud applications and aligning them to the organization process and principles.
* Established the data environment for the cloud application and their migration.
* Distributed daily updates on the progress to group of stakeholders with project Status, Open Issues, Mitigation plan.
* Managing matrixed team and multiple project.
* Involved in creating and developing a scrum team.
* Achieved seamless cloud migrations and integrations that were transparent to client customers, accomplished highly scalable and available applications under budget and with lesser hosting and maintenance costs.
* Monitored and communicated project status.
* Writing status report, project plans, project requirements, creating any needed documentation pertaining to the project.
* Maximize scrum team productivity suggesting andprocess improvements.
* Support the product owner and business analyst in backlog management and maintenance.
* Help define and monitor capacity planning; develop burndown chart.
* Publicized the team's progress and successes to make sure they are highly visible to product owner / stakeholders.
* Communicate impediments to appropriate management and facilitate document all scrum events including daily stand up meetings, sprint planning, user demos, retrospectives, and backlog grooming.

**Technologies used**: Openstack, object-store Swift, MS project.

**Comcast, Philadelphia PA Jan 2012 – Sep 2013**

**Project Manager/Scrum master**

**Domain: SET top box / API**

**Responsibilities:**

* Communicate and coordinate in highlighting and solving the issues between onsite and offshore
* Client interaction, communication across multiple Business Units.
* Understand and leverage network, server, and monitoring system APIs to automate provisioning.
* Conducting various scrum ceremonies and handling projects using Agile Scrum software development life cycle methodology.
* Involved in handling RFP, Contracts, Statements of Work, and Vendor Management.
* Work daily with project stakeholders, architects and offshore engineering team to deliver
* Exposed to various agile framework, principles, processes, and methods such as iterative and incremental development, continuous integration, Acceptance test-driven development (ATDD)
* Meet with the Scrum Team (Product owner, SM, Development Team) during each Sprint Planning.
* Coordinated the highest ordered User Stories with stakeholders, and obtained estimates from development team for each User Story.
* Business liaison - Assessed and prioritized needs, designed workflows and resolved issues on weekly basis.
* Involved in procurement management and vendor management.
* Establish and maintain a proper control environment whereby policies, procedures and processes are understood by all associates and are consistently followed.
* Involved in Issue tracking and resource allocation.
* Support team assistance - Tracked and supported tickets, escalated critical defects, ensured resolution of integration, customer, and product issues (Rally and Microsoft Project and other proprietary tools)

**FM Global, Providence RI Apr 2010 – Dec 2011**

**Project Manager**

Domain: SAP Finance and Portal Integration.

**Responsibilities**

* Proficient knowledge of the process and data integration points of Finance solutions.
* Interfaced with senior management, defined client infrastructure requirements based on business and technical goals, reporting and tracking of project status, issue updates, risks and mitigation plans
* Experience leading a highly matrixed project team.
* Facilitated project team to review project milestone status and risk mitigation plans for overall portal and advertising features.
* Status reviews and milestone progress were presented to executive management and the executive board team.
* Responsible for the documentation of over 100 change order requests
* Work with the QA Manager to develop training material for Operations that caters to the end user
* Set and continually manage project expectations with team members and other stakeholders
* Delegate tasks and responsibilities to appropriate personnel
* Identify and resolve issues and conflicts within the project teak
* Identify and manage project dependencies and critical path
* Ability to effective communicate and work with Technical team, vendors, clients and other stake holders.
* Maintain a professional level of knowledge regarding products and services of the company to achieve functionality requirements.
* Optimization of the existing PM methodology within an Agile development environment

**Honeywell Technologies, India May 2008 – Mar 2010**

**Business analyst**

**Responsibilities:**

* Involved in requirement gathering and analyze all the business requirements.
* Co-ordinate with the database team for design and develop the database model.
* Frequent interaction with report development team to educate business requirements.
* Prioritizing the deliverables with the business users and work with team lead in update the project plan as per the deliverables and Provide status reports to the end business users.
* Plan, schedule and track project timelines and milestones using appropriate tools
* Participated in training activities for new and less experienced staff.
* Contacted infrastructure team and external vendors for resolving issues.
* Proactively manage changes in project scope, identify potential crises, and devise contingency plans
* Prepared documentation, designs, Meta data and dashboards.
* Facilitated User Acceptance Testing (UAT), ensuring that all errors were tracked and reported to development and management teams

**Education**

**MP Birla Institute Of Management –** Bangalore***(2006)***

Master of Business Administration – Management Information Systems and Human Resource

**Bangalore Institute Of Technology,** Bangalore***(2004)***

Bachelor of Engineering – Electronics and Communication

**Certification and Professional Skills**

* Project Management Professional (PMP) Certification from Project Management Institute (PMI)
* Certified Scrum Master (Scrum Alliance)
* Six sigma Green belt trained
* Big data Hadoop, cognos Administration trained
* Rally, Microsoft project 2011, 2013, JIRA, MS Visio, Word, Excel, PowerPoint.
* Six sigma tools: Thought Process Map (TPM), Failure Mode Effect analysis (FMEA), Root Cause Analysis ( RCA) and Quality Function Deployment (QFD)