**Keerthi G ** 

**Keerthiba25@gmail.com**

**660-542-4187**

**Agile Coach/ Scrum Master**

* A high-profile professional with 8+ years of extensive experience, interested in spearheading the efforts across reputed organizations utilizing agile methods and achieving management vision and goals in planned and stipulated time frame. Seek to contribute in a challenging work environment in areas demanding technical expertise, customer focus, and people orientation.
* Experienced in managing the agile software release Process for multiple projects amongst geographically dispersed multiple agile teams.
* Coaching teams to apply scrum framework and train them to be self-organizing and self-managing thru the meaningful use of Agile concepts like Backlog Refinement, User Story Value Mapping, Sprint Planning, Sprint Demo, Sprint Retrospectives, Scrum of Scrums and daily stand-ups.
* Facilitated and time-boxed Scrum ceremonies such as Sprint planning, daily scrum, Sprint review, Sprint retrospective and backlog refinement meeting.
* Have good working experience on API design, development and management using IBM API Connect.
* Have good understanding of SOAP and REST API design and development.
* Involved Gathered requirements around building integration services and API and documenting in detailed design. Created XSD, WSDL and Swagger specs for the service and APIs.
* Led daily scrums and scrum of scrums to communicate current day's goals, previous day's achievements, and any impediments or concerns in an Agile Scrum environment.
* Experienced Solution Manager with a unique blend of Managerial and Technical skills backed by a strong record of business development, people management, and resource optimization.
* An articulate communicator who can fluently speak the language of both people and technology, blending technical expertise with interpersonal skills while interacting with the cross-functional teams and customers.
* Highly proficient in writing User Stories and handling the Requirements Churn. Efficient at user story prioritization techniques such as Value Stream Mapping, Moscow, Kano Model, Business Value Based, Walking Skeleton, Validated Learning, Technology Risk Based and Customer Value Based.
* Proven ability to manage staff, develop and oversee operating budgets, and communicate with other departments, vendors, and executive management to ensure procurement goals are met.
* Documented Project Charters, Scope, Project Definition Document's, BRDs, FSDs and prepared diagrams for data and process mapping - use cases, activity diagrams, the Requirements Traceability Matrix (RTM).
* Experience in Project Management, International Delivery, Team Building & Leadership, SLA, OLA & KPI (Key Performance Indicators) management.
* Worked with Stakeholder Management. Interface with SME's to meet regulatory objectives, milestones, and timelines.
* Generated new business and architected responses to proposals by reviewing RFPs, conducting JAD sessions with assessment, IT, legal, sourcing, operations, finance, sales, and revenue cycle teams.
* Demonstrated the ability to work actively in different phases of Software Development Life Cycle (SDLC) using Waterfall and Agile Scrum while adopting PMBOK.
* In depth knowledge in waterfall methodology, agile scrum methodology and RUP methodology Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D).
* Worked with on-shore and off-shore teams regarding software development (DevOps) for Financial Systems utilizing the Agile methodology. Effectively directed the work of both teams to ensure project deliverables were met. This includes the following Scrum Events/Ceremonies: Backlog Refinement, Release Planning, Sprint Planning, User Stories, Daily Standup, Sprint Review, and Sprint Retrospective.
* Experienced in conducting GAP analysis, User Acceptance Testing (UAT), SWOT analysis, Cost benefit analysis and ROI analysis.

**Work Experience::::::::::::::::::;**

**Agile Coach/Scrum Master**

**Intermedix, TN**

January 2017 to Present

As a Business Analyst/Scrum master involved in cost estimation and forecast organization performance by use this use application, the project was about development of the internal application called PCAS (Patient case administration software), which helped track the disbursement of the medicines to all the enrolled uninsured patients and claims processing, membership enrollment and provider data maintenance & getting access to customer records. The application kept track of all the prescriptions and health records of the patient as well as their provider information.

**Responsibilities:**

* As Agile Coach for this insurer, responsible for coaching and mentoring business/IT resources, including Scrum Masters, Product Owners and executives to leverage agile principles, practices and frameworks in order to deliver high value business capabilities
* Served as subject matter expert on Agile frameworks (Scrum, Kanban, etc.) and scaling agile development (SAFe)
* Worked with program leaders to drive definition and refinement of the program backlog
* Established program level cadence and drove program level ceremonies (e.g. PI Planning, Scrum of Scrums, & release train retrospectives)
* Assessed maturity of team and organization and coached team to higher levels of maturity
* Conducted User Story Workshops and trained Team Members on how to effectively write User Stories
* Experience in System Integration with external applications by using Web Services API, Metadata API, SOAP, and REST.
* Educated teams on Agile best practices. Some including: time-boxing, code/design reviews, architectural spiking, technical debt reduction and Agile metrics
* Provided hands-on coaching for teams in aspects of scrum (e.g. facilitating daily stand-up sessions, sprint planning, sprint demos, retrospective meetings, backlog refinement, iterative development, managing flow, calculating velocity, & limiting work in progress)
* Lead teams in use of JIRA and how to maximize use of the tool along with being a JIRA Administrator.
* Performed Gemba walk for observing, engaging and improving process and teams.
* Delivered Agile training classes in areas such as: Agile 101, ScrumMaster Training; Product Owner Training; JIRA Training; Confluence Training; Agile Test Management Training; and User Story WorkshopsServe as Scrum Master for the Development team, leading Sprint Planning meetings, Sprint Retrospectives, Sprint Reviews and Daily Scrum Calls.
* Worked closely with Engineers, Product Manager, QA, Release team, and DevOps.
* Acted as the client's visionary when in the Product Owner role. Organized JAD sessions to flush out requirements, performed Use Case and work flow analysis, outlined business rules, and developed domain object models.
* Performed Gap Analysis by doing an in-depth study of the current process, planned implementation actions and change control process and also interacting with business heads to finalize the BRD document for the application by doing the requirement analysis.
* Acted as a resource in understanding how IS carry out business functions and assists in ensuring the timely and effective implementation.
* Used detailed knowledge of application features and functions assess scope and impact of business needs throughout analysis and completion of all enhancement specifications.
* Used Informatic and Data Stage for extracting, cleansing, transforming, integrating and loading data into data warehouse database.

**Agile Coach/Scrum Master**

**BestBuy - Richfield, MN**

May 2014 to Dec-2016

Best Buy is a Fortune 50 enterprise with more than $50 billion in annual revenues, and 167,000 employees working in more than 4,300 store fronts around the world. I am working with the CRM Symphony team as a Scrum Master for the In-Home Advisor (IHA) project. IHA program delivers capabilities and processes for IHAs to provide a tailored sales experience for individual customers and build an everlasting relationship with customers with the purpose of driving future business.

**Responsibilities:**

* Preparing release plans and execution of Release planning session.
* Conducted user journey mapping and backlog creation sessions
* Preparing project plans with timelines and milestones and thereby, managing sprints through identified development plan.
* Estimating resources and capacity to identify timeline and effectiveness.
* Assisting Program director in budgeting
* Conducting Sprint ceremonies - Sprint Planning, Daily Stand Ups, Scrum of Scrums, Review and Retrospective meetings -religiously on every sprint basis.
* Maintaining relevant metrics and dashboards to help management get a visibility on project status.
* Defined the system requirements to Use Case Scenarios and wrote Use Case Narratives using the UML methodologies to create **Use Case diagrams, Data Flow diagrams, screen mocks ups, Swim lane diagrams, process maps using MS Visio for Value Stream mapping (VSM).**
* Management and tracking of issues, defects, risks and configuration.
* Daily defect triage and prioritization.
* Effectively analyze, troubleshoot any issues and defects encountered and follow-up with vendor on any product defects.
* Support Release management and code migration processes.
* Support and perform testing and vendor solutions end to end in various environments
* Pro-active and assertive towards removing obstacles and clearly communicating to outside teams.
* Ensuring, facilitation and co-ordination of Solution Development, solution review and design meetings takes place.
* Assists the Product Owner with keeping the backlog groomed.
* Ensures Sprint commitments are made and kept while protecting the team from outside disturbances while in a Sprint.
* Supports collaboration / coordination between all roles and team members
* Tracks individual capacity and milestones daily and react accordingly
* Elicits team discussions regarding the effects of discovered items on current sprint.
* Worked closely with Engineers, Product Manager, QA, Release team, and DevOps.
* Acted as the client's visionary when in the Product Owner role. Organized JAD sessions to flush out requirements, performed Use Case and work flow analysis, outlined business rules, and developed domain object models.
* Performed Gap Analysis by doing an in-depth study of the current process, planned implementation actions and change control process and also interacting with business heads to finalize the BRD document for the application by doing the requirement analysis.

**Business Analyst**

**Capital One Bank-VA** June 2009 to April 2013

This project was a tactical change project that aimed to develop a Risk Management System, which included daily publishing of risk metrics. It was mainly designed to maintain customer accounts and support the multiple business functions, establishing a link between accounts, balance inquiry, balance transfer, electronic payment and account activity look-up. It also allowed automating the bill payment services online and having periodic reminder system trigger based on various events. The transaction history can also be customized, using fillers like date, amount and deposits etc. The metrics covered migration and reconciliation of trades, counterparty exposure for compliance and regulations. The process followed Agile Scrum Methodology.

**Responsibilities:**

* Conducted one to one interviews with Portfolio Manager to gather Business Requirements and was involved in the documentation of Business Requirement Documents.
* Assisted the Project Manager in setting realistic Project expectations and in evaluating the impact of changes on the organization and plans accordingly and conducted Project related presentations.
* Identified internal and external system Requirements, design and configuration set-up.
* Developed strategic partnerships with the Business units to develop a solid knowledge base of the Business line, including the Business Plan, Products, and Process.
* Created alerts against tableau dashboards and from different data sources using Metric Insights.
* Developed and Published Packages in Framework Manager
* Translated the Business needs into system Requirements, communicating with the Business on a broader scale and with an in-depth view.
* Designed and developed Project document templates based on SDLC methodology.
* Developed Business Requirement Document as well as High-Level Project Plan.
* Functioned as the primary liaison between the Business line, operations, and the technical areas throughout the Project Cycle.
* Generated SQL queries to develop risk reports.
* Developed Functional Specification Document and Supplementary Specification (non-functional) Document.
* Worked with developers to make sure that they understood the Use Cases.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation.
* Partnered with the Technical Areas in the research and resolution of System and User Acceptance Testing.
* Worked with Quality Control Teams to develop Test Plan and Test Cases.
* Develop User Manuals, and Training Manuals as per Project Specifications and timelines.

**Environment:** Microsoft Office Suite, MS Visio, Windows, SQL, PLSQL, XML, VB, J2EE, ASP, Crystal Reports, Adobe Photoshop, Mercury TestDirector, WinRunner, LoadRunner

**Skills**

SQL (8 years), RATIONAL (7 years), UML (7 years), VISIO (7 years), BUSINESS REQUIREMENTS (6 years)

**Technical Skills:**

OOAD (OOA/OOD), RUP, UML, SDLC, Waterfall, QA, Business Requirements Document (BRD). WAP, CVS, TEAMMATE, MS Access, SQL Server, My SQL, PL/SQL, Oracle DBA, DB2. SQL scripting, Windows, basic UNIX, HTML, basic DHTML, basic XML, MS Office Suite-Excel Macros, Project, Visio, Adobe Photoshop, Flash, Rational- Rational Rose, Rational XDE, DOORS, Cobol, RequisitePro , CaliberRM, Crystal Reports, various NIKU products, C, C++, SharePoint, Docushare, BASIC, Intermediate level-Visual Basic, policy forms