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Scrum Master

**Professional Summary:**

* 8+ years of experience as Scrum Master, Business Analyst including knowledge in business requirement analysis, modeling and development of web based and client/server applications.
* Strong understanding in complete life cycle experience in Scrum, Agile, SDLC methodology and project life cycle.
* Conversant with creation and management of agile reporting artifacts like release/ product burn down charts, sprint burn down charts, velocity, cumulative flow diagram and throughput for each Sprint/Kanban cycle.
* Knowledge of Data Warehousing architecture, implementation approaches, schemas, and dimensional modeling.
* Knowledge on SQL server and Database management.
* Knowledge on writing SQL queries and triggering them with Joins and normal queries.
* Certified on SQL Server management.
* Expert level skills in strategic and tactical project planning, budgeting, building cross functional teams and successfully delivering projects with tight deadlines.
* Proficient in using Agile Scrum methodologies, performed roles of scrum master following Sprint/standup sessions and used Microsoft Suite extensively to write user stories, analyzed the Iteration Burn Down charts and reviewed defects.
* Expert at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-organizing.
* Hands on experience of writing and prioritizing User Stories in Backlog.
* Experience in facilitating scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.).
* Experienced in coaching the scrum team on how to successfully complete sizing stories and tasking stories as part of Iteration Planning.
* Extensively used Rally for maintaining User Story Hierarchy, Backlog Grooming, Updating Tasks, Connecting Rally with JIRA and Quality Centre, Planning Iterations and Releases.
* Expertise in Story mapping practices and illustration of the vision of the project.
* Expertise in Sprint planning sessions with scrum team and product owners.
* Expert in using various techniques to refine the product backlog with Business value and Effort estimates by facilitating product refinement meetings.
* Experience in conducting Joint Application Development (JAD) sessions and White Board Sessions with end-users, Subject Matter Expert (SMEs) team, Architects and design group development and QA team for project meetings, walkthroughs and customer interviews commensurate with excellent communication skills.
* Ensured engineering practices like TDD (Test Driven Development), Crucible code reviews, Continuous Integration and Pair Programming.
* Experienced in full life cycle software development (SDLC) and knowledge of several agile frameworks like Scrum, XP, Pair programming, TDD, ATDD and Kanban, Agile Framework: Scrum, XP, Kanban, and TDD.
* Experience in developing Test Cases to meet the system objectives Unit Test Plans (UTP), System and Integration Test Plans (SITP), GUI and User Acceptance Testing (UAT).
* Experience in Project Planning and Project Management tools like MS-Project, JIRA for status planning and reporting. Strong analytical, problem-solving and communication skills, with emphasis on clear, detailed Business Requirements and Functional Specifications.

**WORK EXPERIENCE:**

**Client: NOVA Southeastern University Davie, FL**

**March 2017 to Present**

**Role: Scrum Master**

**Description:** BUSINESS PROCESS REENGINEERING (BPR) BPR involves reengineering of the content workflow across various business processes and teams and development of a comprehensive Workflow Management System supported by Content Management System. The project also involved redefining various Business processes to suite the New Systems under development.

**Responsibilities:**

* Created Process Flow Document and designed high and low-level Process / Activity Diagrams using MS Visio.
* Analysis of their current CRM implementation and business practices.
* Worked with Project Management to provide status to the customer.
* Development oversight and standards provided for the project.
* Reviewed design documents detailing behaviors and requirements.
* Actively participated in Development, Testing and Deployment Planning meetings.
* Extensively worked on CRM Plug-in & Custom Workflow activities development.
* Worked with setting up QA, Training CRM environments.
* Developed strategic training materials and deliver administration, managing, and end user training on how to get the most out of their CRM implementation.
* Performed Workflow analysis and task Analysis for various operational teams in the company.
* Performed GAP analysis and Impact Analysis involving the current state and proposed state.
* Worked Closely with Application Architects and Business teams to converge on requirements for the New Workflow Management System and Content Management System.
* Assisted Business Analysts in development of the FRD and other relevant Documentation.
* Identified the key business processes to model by analyzing the requirements and modeling using MS Visio
* Worked in a team to develop use cases for their newly added application layout. I understood all the business processes related to newly added layout and designed use cases that helped Application developers to build application.
* Prepared logical Data Models that contain set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Participated in various sessions with Business to understand the business rules and to come up with naming conventions to standardize the data.
* Played a key role in the user acceptance testing (UAT), and implementation of system.
* Extensively analyzed XML's and documented business rules and Validations for XML documents.
* Worked with Scrum QA team to go over the various test scenarios for different types XML Elements.
* Created the UAT document and conducted the UAT testing and Smoke Testing for the Release.

**Client: DaVita, Nashville, TN**

**June 2016 to March 2017**

**Role: Scrum Master**

**Description:**

Oversight of Development Scrum Teams, ensuring developer resources, backlog and user story management, burn down charts and presiding over sprint ceremonies (Sprint Planning, Sprint Demo and   
Sprint Retrospective).

**Responsibilities:**

* Supported the AVP of Data Sciences at Enterprise Information Technology Services in Various Data Initiatives for the Corporation.
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* Participated in the design, development and analysis of data architecture and data warehousing approaches.
* Upgrading the .NET Web Services to latest WCF Web services to integrate with SAP 6.0 ECC system.
* Validating the SQL queries and data by using SQL server management tool.
* Developing the earlier Custom ASP.NET application to Silverlight/HTML 4.
* Upgrading the plugins and custom workflow libraries code to use the Microsoft Dynamics CRM SDK libraries, Messages etc.
* Upgrading the JavaScript, form design etc. to Microsoft Dynamics CRM 2011 format.
* Migration of Data from Microsoft Dynamics CRM 4.0 to Microsoft Dynamics CRM 2011.
* Developed 2 web services to communicate with the SAP system in WCF.
* Upgraded the plugins code written on Account, Opportunity, Contact, Order and Quote creation to Microsoft Dynamics CRM 2011 format.
* Upgraded the JavaScript code written on Account, Opportunity, Products, Order form to use the Latest Xrm. Page DOM of Microsoft Dynamics CRM 2011.
* Reconfigured the Auditing of System and entities in Microsoft Dynamics CRM.
* Redesigned the Account, Opportunity, Product and Order form in line with Microsoft Dynamics CRM 2011 form design.
* Contributed to various IT Strategy sessions for various Data initiatives and Project Management.
* Coached product owners in definition of business cases for intake and budgeting process.
* Mentored teams in daily scrum activities through release delivery.
* Assisted team is adhering to the core agile principles of collaboration, task prioritization, team accountability and visibility
* Facilitated requirement gathering and brain storming sessions with Clinical Staff at Various HHC Facilities.
* Facilitating scrum ceremonies and managing Kanban boards as Scrum master/Kanban coach for 5-6 teams.
* Provided AS-IS and TO-BE process analyses, Gap analyses, Business Process modeling and decomposition;
* Designed Templates for Product Backlogs, User Stories and Clinical Validation Testing.
* Lead Agile Planning Sessions and assumed the Product Owner role for the agile initiative.
* Developed the Epics and Themes for the EPIC Data Conversion Project.
* Trained and guided one of the waterfall team to transition into the Kanban model. Facilitated and helped to define the exit criteria.
* Devised and prioritized the Product Backlog by conducting requirement churning sessions with various Business / Product Teams.
* Used Agile - Scrum methodology and worked in short SPRINTS to achieve goals.
* Mentored group of 4 Scrum Analysts and delegated tasks for individuals for analysis and user story development.
* Mentored various teams on Scrum methodology and helped the company transformation in to an Agile Development Organization.
* Participated in Scrums & Scrum of Scrums and discussed the open issues and statues.
* Created metrics like burn down, velocity to track delivery of committed work
* Created and explained the User Stories to the Scrum Team and helped them design the Tasks.
* Designed acceptance criteria for validating the output of each Sprint.
* Reviewed Team Velocity on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively
* Created Reference Data Sets like Clinical, Financial, HR, Procurement etc. and uploaded to the RDM Tool
* Worked in close collaboration with Clinical SME's and Data Modelers and MDM Architects to devise RDM solutions.
* Managed Product Backlog with the help of Product owner and Scrum development team by employing JIRA to generate reports to analyze the performance of the application.
* Tracked defects using JIRA and assisted QA teams to resolve defects.
* Performed Unit Testing, User Acceptance Testing and Regression Testing with Test Lead.
* Worked with EPIC Clinical BA's and Product Managers for Integration of Data Archive Application with EPIC EMR.

**Environment:** HPQC, Google Analytics, JIRA, MS Office Suite (Excel, Word, Power point, Access), C#, ASP, .NET, Share point, MS Visio

**Client: General Motors - OnStar - Atlanta, GA**

**Sep 2014 to May 2016**

**Role: Scrum Master**

**Description:**

Project 1: OnStar Remote Link Project OnStar Corporation is a subsidiary of General Motors that provides subscription-based communications, in-vehicle security, hands-free calling, turn-by-turn navigation, and remote diagnostics systems throughout the United States, Canada, China and Mexico. The Project involved design and development of OnStar Enhancement requests for the OnStar Website. Project 2: OnStar Remote Link App the Project involved design and development of OnStar Remote Link App for IOS, Android, Blackberry and Windows Devices.

**Responsibilities:**

* Worked with the Product Owner to lay out the Product Backlog and Scrum Ceremonies
* Assisted Product Owner in putting the Scrum Team Together for the initiative.
* Conducted the Sprint Planning Meetings and Daily Scrums to ensure Progress of the Project.
* Mentored various teams on SCRUM methodology and helped the company transformation in to an Agile Development model
* Got a chance to guide and mentor the team with the importance of iterative development
* Collaborated with Scrum team to ensure smooth development and testing cycles for the tasks.
* Facilitated discussions between Business and PO; PO and Scrum Team for smooth transition of knowledge and requirements.
* Involved in implementing Microsoft Dynamic CRM 2011(Configuration/Customization).
* Gather business requirements and performed gap analysis. Prepared effort estimation based on the customization of new CRM system.
* Prepared requirement, design documents and high level project plan.
* Designed E-R model for sales, marketing and support services.
* Involved in data migration/synchronization of existing system data into MS Dynamics CRM 2011.
* Designed Sales Module comprising several libraries, workflows and other CRM customization.
* Involved in integrating CRM with SharePoint for document and record management.
* Created several client-side extensions using JavaScript, CSS and HTML.
* Involved in Custom Dashboards and SSRS Reports varying degree of complexity.
* Involved in customizing workflow which provides the case handling functionality.
* Involved in WCF Services (SOAP) design and deployment for integrating web application/card contact center with CRM.
* Modified the Microsoft Dynamics CRM menu navigation other sitemap navigation changes.
* Involved in unit testing and Bug Fixing of the whole system.
* Involved in deployment from development environment to testing and production environment.
* Developed the Task Sheet and Burn down Charts using the JIRA tracking.
* Participated in Web Content Management Sessions with Content Engineers and Clarified Requirements
* Assisted the Scrum Team in Devising the Tasks for Web Development and App Development
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the Sprint Review Meetings.
* Facilitated Requirements Churns meetings between Sprints to update the product backlog.

**Client: TCS,Hyderabad,AP**

**Sep 2010 to Aug 2014**

**Role: Business Analyst**

**Description:**

Partnered with application development, QA and Business teams in planning, estimations and scheduling

**Responsibilities:**

* Participate in requirements gathering, Story time, technical discussions and user stories grooming.
* Evangelized the benefits of Scrum and Kanban to ensure its smooth adoption.
* Assisted Product Owner in writing user stories, and creating backlogs
* Conducting Release planning meetings, sprint meetings, scrum meetings, Demo sessions and Retrospective.
* Conducting daily scrum meetings.
* Created new JIRA Kanban board layout to use for new development.
* Designed JIRA workflows to map to Kanban board layout and implemented setup in JIRA.
* Wrote User Stories for custom implementation of products for deployment to customers.
* Worked with customers and team to develop requirements documents, UI/Text Mockups and create flowcharts for deployment projects.
* Worked closely with teams to maintain a consistent burn down and maximize the team velocity per sprint.
* Conducted Scrum meetings and updated Burn down chart with the progress of each SPRINT.
* Working with business teams on maintaining the product backlog and sprint backlog user stories.
* Represented as scrum master in Change Board Meeting (GO/NO GO meeting) to migrate the fully tested code into Production.
* Mentored team members about business priority Requirements and planning releases.
* Conducting sprint planning meetings.
* Conducting retrospective meetings and identifying opportunities in scope of development.
* Develop and maintain relationships with all project team members, third party service partners, and business users.
* Identified solutions and resolve variance from product/application specifications.
* Worked with project stakeholders like DEV, QA, BA on creating the daily and weekly status reports and sharing to all stakeholders.
* worked QA team on functional, regression, and automated testing
* Provided support to the business team in User Acceptance Testing (UAT) phase of the project.
* Advise stakeholders about the quality of project and raise outstanding issues through established channels.
* Participated in knowledge transfer within the team and with business units.

**SKILLS used:**

JIRA (5 years), Kanban (5 years), Project Management. (5 years),Testing. (5 years), User Stories (6 years), SQL(5 years).

**TECHNICAL SKILLS:**

**SDLC Methodologies:** Waterfall, Agile, Agile-Scrum, Agile Tool Rally, Kanban Board

**Business Skills**: UML, Gap Analysis, SWOT Analysis, BRD, FRD, RFP, RTM, User Stories, Prototyping, JAD sessions requirement gathering.

**Project Management:** Microsoft Project, Microsoft Office, Rally, Version One

**Front End Tools:** JIRA, MS Project, SharePoint, MS Office

**Modeling Tools:** MS Visio, Wireframes, Mock-Up Screen Databases My SQL, SQL Server, Microsoft Access Data Warehousing Data Modeling, ETL Mapping, Data Marts, Informatica, Data Mining, Slicing/Dicing, Drill up/Drill down, Pivot.

**Operating Systems:** Windows XP/Vista/7/10, MAC, Linux Languages PL/SQL, HTML5, JavaScript, Java, XML Design .  
  
**Tools:** Adobe Photoshop, Adobe Illustrator, MS Visio Testing Tools HPQC, HPALM

Reference Available On Request