Mohan Palukuri

Sr. Scrum Master / Agile Coach

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**Summary**

* **Scrum master** and **Business Systems Analyst** with around 6+ **years** of experience in **Business Development Process** and **Systems** and **Data** **Analysis** experience with working in the **Banking, Mortgage & Insurance** domain.
* **Certified Scrum Master** with proven ability to work with self-organizing and cross-functional teams in **Banking, Mortgage & Insurance**.
* Experienced in working in various software development methodologies such as **SAFe, Agile Scrum and Hybrid of Waterfall** **and Agile Methodologies**, also have fair understanding of other industry standard methodologies like **Extreme Programming, Waterfall, Spiral and Kanban.**
* Adept at working with senior leaders to **define strategies and organizational structure to support Agile transformation**. Competent in **stakeholder management** in an organization and **negotiations** for the project.
* Expert at driving the **adoption and enforcement of Scrum rules** at **Program/Portfolio** level, creating self-sustaining teams. Conversant with creation and management of Agile **reporting artifacts like Release/ Product Burndown Charts, Sprint Burndown charts, Velocity and Earned Value Management analysis.**
* Proponent of adopting **Extreme Programming (XP)** best practices such as **Pair programming, Test Driven development (TDD), Acceptance Test Driven Development (ADD) and Behavior Driven development (BDD)** for improved software quality, **Continuous Integration, Continuous Automated Testing**.
* Facilitated use of **Continuous Integration, Continuous Refactoring, Automated Testing and Small Releases** for faster code releases and better infrastructure management
* Collaborated on creating **Work Breakdown Structure (WBS)** using **MS Project**, tracking schedules and milestones.
* Helped business in decision making by providing **SWOT** Analysis, **Feasibility study**, **Root cause analysis**, **Cost- Benefit Analysis**, **AS-IS To-Be** business analysis.
* Facilitated discussions for **decision making** and **conflict resolution** to ensure good work environment
* **Rendered hands-on supervision** and mentorship to a team which was entirely new to Agile Scrum methodology
* Successfully implemented changes to **Business Processes**, **Systems and Technology**, **Job Roles** and **Organizational Structure**
* Facilitated **tracking of Sprint and Release** by using **Burn-down charts** and tracked and **managed product backlog, burn-down metrics, velocity, and task break-down**
* Strong experience in working with agile lifecycle, and/or tracking, and process management tools like **JIRA**
* Ensured **regulatory and audit compliance**, along with sales goal achievement and fostering of necessary tools.
* Extensively used **JIRA** for maintaining **User Story Hierarchy, Backlog Grooming, Updating Tasks**
* Excellent **interpersonal**, **collaboration**, and **problem-solving skills** combined with excellent written and verbal communication skills
* Helping the team to maintain their **Scrum tools (Story board, Action board, charts, backlogs)**
* Radiated information and ensured the team's progress and successes are **highly visible to all stakeholders**, including the team itself.

**Barclays, Wilmington, DE**

**Sr. Scrum Master / Agile Coach Feb 2018 -Till Date**

The scope of my project was to enhance customer experience in the account management systems by providing an access-delegation/authorization framework called OAuth 2.0 that can be employed without using multiple user name and passwords for different bank accounts using SOC 2 and FFIEC compliances. Also appending features like controlling internet traffic for bank applications, real time payments and remote check deposits.

**Responsibilities**:

* Carried thorough understanding of **Agile Values and principles** as outlined in **Scaled Agile Framework (SAFe)** and conducted trainings on it.
* **Mentored** and **coached** the teams on Agile methodology and Scrum values and process.
* Initiated and participated in **cross-organization dependencies** for/from other scrum teams monitored and tracked **PI milestones** and facilitated mitigation of issues and risks.
* Worked with leadership to assess and launch **Agile Release Trains (ART):** ensured team roles are staffed with the right people; ensured suitable Agile framework is used; measured need for scalability and appropriate Agile framework. Worked swith **onsite** and **offshore** development teams on **prioritizing user stories** and **creation of sprint backlog**
* Conducted **time boxed daily scrum meeting,** facilitated **Sprint Planning meeting**, **tracked team velocity** and Sprint progress using **Sprint Burn Down Chart** and **Product Burn Down Chart** using **Jira**.
* Worked closely with product owner on backlog grooming to keep **product backlog** relevant and **prioritized,** **ensuring acceptance criteria** were agreed upon and stories were ready for sizing.
* Architecture, development and deployment of **mobile/Cloud-based** apps.
* Enhancing iOS, Android and UWP development infrastructure to optimize Mobile/Cloud-based App delivery.
* Worked with **Release Train Engineer (RTE)**, to facilitate **Scrum of Scrum** **(SoS)** meeting and participated to update the project status and to work on the progress of the project.
* Responsible for ensuring User Stories meet the **INVEST** Criteria and tasks meet **SMART** criteria
* Assisted the **Product Owner** and business users with providing detailed requirements for the team to start the implementation. Helped the team in estimating story points and deciding the sprint backlog for every sprint.
* Supervised and mentored **Regulatory Compliance** and Ensured **regulatory and audit compliance**, along with sales goal achievement and fostering of necessary tools.
* Implemented **Moscow**, **Business value-based technique** for **user story prioritization** in **Product Backlog** and **Scrum poker, T-shirt sizing** for **user story estimation** in **Sprint backlog** and assisted in drafting the **Scrum Artifacts** by collaborating with technical teams and stakeholders
* Facilitating continuous integration (CI) and continuous delivery (CD) via Azure DevOps.
* Worked with the product owner and development team in deciding and negotiating the **definition of done** and **acceptance criteria** for **Potentially Shippable Product Increment (PSPI)**.
* Knowledge and experience with Agile techniques - **Automated Testing**, **User Stories, TDD, Continuous Integration, Testing, Pairing, Agile Games.**
* Coordinated and motivated a diverse cross-functional team of internal and external resources in coordination with product owners and upper management.
* Used MS Office extensively (Word, Excel, Access, PowerPoint, Outlook, Project) **for calculations, graphs, analysis, presentation and documentation** throughout the project.
* Proficient using **Jira** for creating individual/group **dashboards**, **making user stories**, **creating defects**, **updating tasks** and **tracking team's work**. Coordinated with Scrum Masters to **relegate dependencies** during the sprint.

**Environment:** Agile/Scrum, N-tier Architecture, MS Visio, JIRA, Tableau, Swagger, Informatica, UML, SAAS (Software as a Service), IaaS (Infrastructure as a Service), PaaS (Platform-as-a-Service), Devops tools, Jenkins, Github, FaaS (Function-as-a-Service), GDPR, Google Cloud Platform (GCP) and UAT Testing.

Citi Group, Warren, NJ

**Sr. Scrum Master / Agile Coach Nov 2016 - Jan 2018**.

Mastercard, as a part of its KYC (Know your Customers), conducts an Anti-Money Laundering (AML) analysis which includes PTR (Periodic Transaction Review), a process to generate a detailed analysis of the production data for all its TRP (Targeted Review Program) to identify negative activities on the clients' transactions. In its process, Citi makes sure the analysis highlights all the concerns in AML and reports to the respective department for further activities.

**Responsibilities:**

* **Mentored** and **coached** the team members on **Agile practices** and standards at **Team level**
* Involved in identifying the problem definition as part of continuous process improvement using **Define, Measure, Analyze and Improve** to support the business community of the organization
* Effectively communicated **weekly project status**, **burn down charts** to executive and business leadership
* Created bulk tasks for the developers to work on tasks, conducted sync up calls with offshore team and conducted most of the ceremonies over **Skype or WebEx**
* Assisted PO in writing user stories, use cases and managed **product backlog** and adding **approvals, moving stories, tracking defects, impediments, retrospectives, monitoring burndown chart**
* Worked with Program Leaders and key executive stakeholders to drive ongoing **clarity of strategy**, **decisions**, and **execution alignment**
* Drove **visibility and transparency of dates, milestones, and dependencies** throughout the **PI Process**, **effective teamwork, communication, collaboration and commitment** across multiple disparate groups (programs) with competing priorities
* Made sure **User Stories** are **fulfilling INVEST criteria**, tasks fulfilling **SMART Criteria** and assisted the Product Owner in **prioritizing the Product Backlog Items (PBIs)** using techniques like **MoSCoW**, **Paired comparison** and **estimated Story Points** using **Planning Poker**
* Facilitated all scrum ceremonies such as **Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective and Backlog Grooming**
* Supervised and mentored **Regulatory Compliance** and Ensured **regulatory and audit compliance**, along with sales goal achievement and fostering of necessary tools.
* Advocated and educated **Agile and SAFe Best Practices**. Maintained a strong connection with resources outside the organization to bring in recent research, data, and tools that can continue to **mature Agile**
* Defined **best-of tooling and automation to optimize data flow** and accessibility through Program Teams and the **PI Process**
* Successfully conducted various **retrospective techniques** such as **Silent writing, mad/sad/glad, Happiness Histogram** to understand team opinion on improvements
* **Optimized PI Planning** readiness by **fostering preparation of Vision, Backlogs, and Ideation** processes
* **Facilitated synchronization** meetings such as **mid-PI assessments** or **Scrum of Scrum meetings**
* Established **strong partnership** with the **Agile team**, **work stream leads** and product owners and conducted coaching sessions regarding Agile development methods
* Participated and hosted in **meetings, technical discussion, reviews** and **release planning**
* Extensively used **Jira** to **create** and **manage sprint** and **product backlogs**, **to track issues, trace requirements and team collaboration**

**Environment:** Agile/SAFe, Service Oriented Architecture (SOA), MS Visio, Team foundation server TFS, QlikView, Swagger, Informatica, UML, UAT Testing, Selenium, Cucumber, HP ALM.

**State of Washington, Olympia WA**

**Scrum Master Nov 2015 - Nov 2016**

The main scope of the project involved development of a new 'Know Your Client System' which made it easier to complete and update new account forms. The new system replaced the existing system and provided a more secure way to enter account information online, including automatic edit checks on many fields, as well as archiving of forms with time stamps. We also migrated data from the 'old' eStatements system to support the new system.

**Responsibilities:**

* Defined project scope and objectives through internal project management methodologies.
* In addition to typical Scrum ceremonies, responsible for: **Roadmap planning, Release planning, Resource planning, Product Backlog Grooming, Team Building**.
* Prepared **sprint metrics** and **removed impediments** towards the **delivery of work** and **executed** and **monitored** the planned work.
* Kept Product Owners and the Stakeholders transparent in **Sprint success and blockers**.
* Looked out for **improvement opportunities** to **increase team velocity**, **quality assurance** and **quality control** of the work undertaken, and delivery of new features as agreed upon during sprint planning.
* Helped the product owners to come up with set of stories for better understanding for estimate and development.
* **Worked closely with agile teams** to understand their needs and **make sure that the JIRA** tool meets those needs.
* Empowered teams to **self-organize** and **grow cross-functionality**.
* Protected team from **over-commitment**, **manage backlog**, and **prioritized resolution of defects/bugs** as evidenced by the on-time delivery of initiatives
* Worked with various contributors of the project for **communications, negotiations and setting realistic expectations** on the **deadlines and tracked assigned tasks**
* Revised and prioritized the Product Backlog by **conducting requirement churning** sessions with various Business / Product Teams
* Made sure all the **Quality assurance tests** were carried out as per the **release criteria** and had **enough time for hardening.**
* Assisted team with **making appropriate commitments** through **story selection, sizing** and **task definition** and **participated proactively** in **developing** and **maintaining** **team standards**, **tools** and **best practices** reducing development time.
* Improved the **team's engineering practices** and tools as required. Fully facilitated productivity, and make sure teams have the tools and know-how they need to succeed.
* Representing the team to **report overall project status** and **upcoming risks** and **suggest solutions.**
* **Monitored** the performance of the application or solution and **collecting feedback** from users

**Environment:** Agile/Scrum, SharePoint, XML, Agile Scrum, Rational Requisite Pro, Cognos, MS Office Suite, MS Project, MS Visio, HTML, MS Windows

**HCL Technologies Pvt. Ltd, Bengaluru, India**

**Client: Wells Fargo Bank**

**Business System Analyst/ Scrum Master May 2013 – July 2015**

**Responsibilities:**

* **Established a Waterfall-Scrum hybrid analysis and development methodology. Conducted user interviews**, gathering requirements, analyzing the requirements using Requisite pro.
* Assisted teams with **transition to Scrum while remaining Agile** in discovering and exploring what best works for each team.
* **Promote application of Agile principles** and values and their application through popular **methodologies and frameworks (Scrum, Kanban)** at the team and management levels.
* Act as the **bridge** between the **Product Manager and the scrum delivery team** and align both parties to a common goal while managing stakeholder expectations.
* **Coach and Guide Scrum teams** towards improving the way they work and facilitate the **agile ceremonies** including **sprint planning, daily scrums, retrospectives, stakeholder meetings, software demonstrations**.
* Heavily involved in the **agile transformation** of the company by providing new innovative ideas within the company. Introduced **ideas & practices** to create **better collaboration & transparency between multiple scrum teams.**
* Facilitated **sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.**
* Ensure the development teams are **practicing the core agile principles** of collaboration, prioritization, team accountability, and visibility.
* Kept a track on **inter-dependencies** between the teams and **blockers** and guided the team to handle them accordingly. Removed roadblocks for successful iterations, which led to the transition of releases on time
* **Organized and Facilitated Scrum meetings** twice weekly to tracks dependencies and blockers across domain teams and resolve them. Conducted **end user business process discovery** and **process improvement**.

**Environment**: Waterfall-Scrum, SharePoint, XML, Rational Requisite Pro, MS Office Suite, MS Project, MS Visio, HTML, MS Windows, HP Quality Center, Bugzilla, Tableau.

**Education and Certifications**

Master of Science (Information Systems Security), University of Cumberlands, KY

Bachelor of Technology (Computer Science Engineering), JNT University, India

Professional Scrum Master Certification (PSM I)

Scrum Master Accredited Certification (SMAC)