**Neeraj Gupta**

**Project Manager**   

**Career Summary**

* **Experienced Agile Practitioner (~ 16 years’ experience).** Successfully managed large globally distributed **Agile/DevOps** programs as a **Technical Manager and Scrum Master.**
* **Technically hands on** and can join developers in development whenever it becomes necessary. Skilled in **JAVA, JavaScript, Node JS,** SQL databases, No SQL databases, AMQ, **API design and development tools** like **MuleSoft**, **Selenium** test automation and **Cucumber** framework.
* Experienced in working on various **Public and Private cloud technologies** like **AWS, OpenShift, Pivotal Cloud Foundary**.
* Has worked in projects involving build and launch of digital products and services. Is well versed with digital **data integration platforms** e.g. **MuleSoft, Salesforce, Tibco**.
* Familiar with **data analytics** tools like **Tableau** and **SQL.**
* Successfully managed large globally distributed Agile programs. Background as a Product Owner and Agile Business Analyst. Special focus on **Organizational Change management, microculture transformation and evolution of High-Performance teams**.
* Experienced in **DevOps practices** (Continuous Integration / Continuous Delivery / Continuous Deployment), **Test Driven Development (TDD), Acceptance Test Driven Development (ATDD), Behavior Driven Development (BDD)**
* Hands on experience in **SAFe®** (Scaled Agile) tenets of **Release Train Engineering (RTE), Agile Release Trains (ART), Value Stream Mapping,** Program Increment Meetings (PI), Inspect & Adapt Workshops, Innovation & Planning Sprints, WSJF Prioritization
* Proficient with Project Management tools like **VersionOne**, **JIRA, Rally and MS Project** and team collaboration tools like **Microsoft Teams**, **Slack** and **Confluence**.

Education

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| **2002 to 2004** | **National Institute of Technology, Bharathidasan University, Trichy, India** Qualifications: Master’s in business administration (MBA) |

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| **1997 to 2001** | **Delhi College of Engineering, Delhi University, India** Qualifications: Bachelor’s in electrical engineering (B.E. Electrical) |

Certifications

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| * Professional Scrum Master – **PSM**-I (Scrum.Org) | * **Certified SAFe® Agilest** (Scaled Agile Inc.) | * Certified PRICE2 Practitioner (APMG) |
| * Amazon Web Services **Certified AWS Solution Architect** Associate | * MuleSoft Certified Developer (MuleSoft a Salesforce company) | * Completed CFA Level 1 and CFA Level 2 exams (CFA institute) |

Employment History

HCL TechnologiesFeb 2015 – Dec 2019

**Senior Technical Manager**

**BNSF Railway Company, Fort Worth, TX – From July 2018 until Dec 2019**

I am currently working as a Scrum Master for BNSF railways. I am a part of a program called TSS 2.0, which is a modernization program of BNSF’s Legacy Transportation Systems. BNSF has chosen to follow SAFe Agile processes for this program which include

* Facilitate PI Planning, including identifying of PI Objectives, Sprint goals and upward and downward dependency identification.
* Sprint ceremonies facilitation, daily tracking and resolution of impediments
* Running daily scrum meeting to capture the development status of the prioritized set of requirements.
* Facilitating discussions with the business users for the clarifications on requirements and complex business scenarios.
* Work with SA for best practices towards exposing our APIs and making them for use to other teams.
* Work towards identification of test framework and its implementation within the team and integration within CI/CD pipeline.
* Release planning and facilitate coordinated activities during prod move.

**T-Mobile, Seattle, WA From Jun 2017 to till July 2018**

T-Mobile is one of the top mobile services provider in the US and provides excellent services to its customers through cutting edge technologies. I manage all projects for Events, Alerts and Notifications domain for T-Mobile Group. This includes App upgrade for iPhone launch, postpaid launch for new stack, Management Dashboard for iPhone launch, etc. I was responsible to coordinate and manage War Rooms to expedite end to end testing and Customer Acceptance Testing

* Worked in role of Technical Program Manager and Scrum Master.
* Sprint Planning, daily tracking and resolution of impediments
* Running daily scrum meeting to capture the development status of the prioritized set of requirements.
* Facilitating discussions with the business users for the clarifications on requirements and complex business scenarios.
* Coordination with other component teams to ensure the end-to-end design is aligned and integration testing is successful.
* Discussing with the central team on the test environment requirements and getting the environment assigned and set up for the project testing.
* Setting up and managing War Rooms to expedite end to end and customer acceptance testing.
* Tracking open defects during testing stage and ensuring their closure within the SLA.
* Deployment in cloud-based server, configuration management, Release Management
* Actively organize and participate in Scrum activities
* Making sure the team adheres to Scrum practices by training, mentoring

**IFC, World Bank Group, Washington DC From Aug 2016 to Jun 2017**

I managed two projects for International Finance Corporation (IFC) which is an arm of World Bank Group.

* Working in role of Scrum Master / Project Manager
* Sprint Planning, daily tracking and resolution of impediments
* Running daily scrum meeting to capture the development status of the prioritized set of requirements.
* Facilitating discussions with the business users for the clarifications on requirements and complex business scenarios.
* Coordination with other component teams to ensure the end to end design is aligned and integration testing is successful.
* Setting up sessions to review UX design with the design authorities and getting their sign off.
* Discussing with the central team on the test environment requirements and getting the environment assigned and set up for the project testing.
* Tracking open defects during testing stage and ensuring their closure within the SLA.
* Deployment in cloud-based server, configuration management, Release Management
* Actively organize and participate in Scrum activities
* Making sure the team adheres to Scrum practices by training, mentoring

**Deutsche Bank Group (Market Risk IT), Bangalore, India - From Feb 2015 to Aug 2016**

I managed Market Risk Projects that included changes that were driven by audit, business and technical changes for performance improvement.

* Run a daily scrum meeting and capture updates from the team on the development status of prioritized set of requirements.
* To discuss with the central team on the test environment requirements and based on that getting the test environment assigned for my project.
* Before any new project’s testing had to be started, had to ensure that a latest cut of production data was refreshed into the QA environment. On top of this data, base lined values of VAR, SVAR and SSVAR used to be measured.
* Once the development was completed, the QA would perform the functional testing and sign off the changes. Post functional testing completion, we would re-run the VAR runs and measure the VAR, SVAR, and SSVAR values. Any considerable deviation of VAR values from the original baseline needed to be analyzed manually.
* Once the QA testing is signed off, the code would be merged to the release branch for testing in the staging area with the code of all other projects due to go live together in a release.
* Once the testing is signed of in Staging, the code was planned to be deployed into Production followed by Warranty support.

Tech Mahindra Ltd, Pune, IndiaAug 2013 – Feb 2015

**Scrum Master and Delivery Manager**

I was part of Tech Mahindra’s portal development team for its North American Telecom clients. My responsibilities include e2e management of all changes within the 14 applications managed within my project.

**Responsibilities**

* Conducting sprint planning meeting, reviewing all the requirements in the product backlog and accepting the number of changes that can be fitted within a sprint.
* Running daily scrum call and reviewing the burn down chart and velocity plan daily. Keeping it updated.
* Ensuring all changes first go through ‘Continuous Integration Testing’ before they are deployed to e2e test environment.
* E2e release management from inception to deployment in production.
* Managing and tracking any production issues to closure.
* Joining scrum of scrum calls and reporting progress, risks and issues to senior management.
* Estimating costs, managing and tracking finances spent / forecasted.
* Tracking project risks and issues. Scheduling workshops to get clarity on open issues, new requirements and business rules.

J. P. Morgan and Company, Bournemouth, UKJuly 2011 – Nov 2012

**Project Manager and Business Analyst – Investment Banking Technology (FX and derivatives)**

I was a part of large transformation program the objective of which was to shut down two large mainframe-based legendry Settlement systems and migrate functionality to a new strategic platform.

These systems were used for core processing of FX and derivative trades booked in J P Morgan that included Affirmation, confirmation, netting, risk mitigation, settlement, accounting and cash management. During this period, I was particularly involved and worked closely on implementation of swift messages like *MT-202, MT-210, MT-292, MT-299, MT-103, MT-304, etc.*

**Responsibilities**

* Conducting sprint planning meeting, reviewing all the requirements in the product backlog and accepting the number of changes that can be fitted within a sprint.
* Running daily scrum call and reviewing the burn down chart and velocity plan daily. Keeping it updated.
* Ensuring all changes first go through ‘Continuous Integration Testing’ before they are deployed to e2e test environment.
* Requirement gathering, analysis.
* Tracking project risks and issues. Scheduling workshops to get clarity on open issues, new requirements and business rules.
* Business process modeling for settlement workflows for different derivative and FX products.
* Capturing business rules for different services within the workflow.
* Prototyping wherever new screens need to be built and reviewing the requirements with the settlement and affirmations businesses across Asia, EMEA and NAM.
* Working with designers and leads from various accounting, other trade processing and cash management systems to ensure that the changes done in our system do not break their processes.
* Working with the development team and walking them through the requirements. Providing clarifications on the requirements to the development team.
* Testing of the functionalities built by dev team and also to co-ordinate and support the user acceptance testing.
* Providing necessary training to the support team before a release’s live deployment.
* Monitoring and supporting during production deployments and supporting post deployment testing.

Virtusa Corporation, London, UK May 2006 – June 2011

**Delivery Manager and Senior Business Analyst**

During this period, I mostly worked onsite at Virtusa’s clients Citibank (at their Securities and Fund Management division) and various offices of British Telecom in UK. I worked on different types of projects and did various roles Project management, managing end to end project deliveries, leading analysis, holding workshops, stakeholder management, project estimation, planning, tracking, costing and preparing work packages, etc. I also contributed to pre-sales activities for new business development activities.

During this period, I worked extensively on Agile methodology. I ensured that the software developed within my project was developed with recommended design approach in mind and went through exhaustive testing cycles before going live.

**Responsibilities**

* Project planning and management for multiple projects. Management of multiple teams of developers, testers and support professionals from different third-party suppliers.
* Reporting issues, risks and project status to business program boards.
* Scheduling and running checkpoint calls with the project team. Motivating the team and directing to help resolve issues.
* Requirement gathering, analysis. Working closely with the SMEs from business side to ensure correctness of requirements captures.
* Organizing and facilitating workshops between various stakeholders (business, dev teams, test teams and E2E designers) for brainstorming solutions to business cases and GAP analysis.
* Documenting requirements (user stories, functional spec, wire frames) and getting signed off from business SMEs.

Satyam Computers Serviced Ltd, Hyderabad, India May 2004 – March 2006

**Business analyst and assistant project manager**

I worked on various projects for clients like TD Bank, Standard Chartered Bank, General Electric and Agilent Technologies during this period.