**Praisa Devbhandari**

[praisadev@gmail.com](mailto:praisadev@gmail.com)

617-684-5567

**Summary:**

* **Over 6+**years of **IT experience** as Scrum Master and having expertise in conducting Backlog refinement, Sprint planning, **Daily Scrum**, and **Sprint Review** Meetings when using **Agile Methodology**.
* Managed 3 Scrum Teams at a time and ensuring that team's success and progress are highly visible to Product Owner and Stakeholders.
* Hands on experience of writing and prioritizing **User Stories** in Backlog.
* Formulated and executed process flows and product backlog.
* Successfully managed **Backlogs**, **release scheduling**, **project duration estimation** and **forecasting.**
* Thorough understanding of **Software Development Life Cycle (SDLC)** phases and specialized in employing different methodologies like Agile and Waterfall.
* Successfully involved in transitioning the Organizational Structure and Business Processes from traditional **Waterfall** to **Agile**.
* Rendered hands-on supervision and mentorship to a team which was entirely new to Agile Scrum methodology.
* Experience working with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.
* Successfully overcame the challenges of working with an **off-shore scrum** team for the first time.
* **Directed** and **lead development team** from project initiation through delivery of final product.
* Responsibilities include protecting development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
* Managed project scope to ensure delivery was compliant to scope commitment.
* 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**.
* 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 **Rally** and **JIRA**.
* Provided technical support for Sprint Cycles and testing with Rally tool.
* Extensively used Rally for maintaining User Story Hierarchy, Backlog Grooming, Updating Tasks, Connecting Rally with JIRA and Quality Centre, Planning Iterations and Releases
* Prepared and led bi-weekly “**Iteration Planning Meetings**” (IPMs) as part of the agile development process, and lead software demos to client.
* Extensive experience in user **requirements gathering, Brain storming sessions**and**analysis**.
* Lead a team consisting of in-house Developers and QA, application architects and Product Managers, and Market Data Specialists in the development, enhancement, and implementation of mobile apps and mobile websites.
* 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, etc.).
* Addressed problems through risk management and contingency planning.
* Coordinated with various departments and ensured delivery of projects on 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.
* Demonstrated experience and ability to write detailed **Business Requirements Document (BRD),** Use Case Specifications, **Functional Specifications (FRD)**; and work within tight deadlines.
* Held responsibilities included Initiating; Planning; **managing matrixes resources**; Monitoring development, testing, and implementation; **Change management**; and **Defect management.**
* Oversaw the Social Media vendor for social media integration. Established the vendor milestones and integration plan of deliverables into the main redesign project.
* **Radiated information** and ensured the team's progress and successes are highly visible to all stakeholders, including the team itself.
* Facilitated creativity and empowerment for the Cross functional development team.
* Created and documented deliverables and documents such as: requirements definitions, functional specifications, hosting and maintenance agreements, RFPs, presentations, engagement contracts, strategy decks, gap analysis, project plans, budgets, schedules, risk assessments, style guides, creative briefs, site maps, storyboards and wire-frames, user manuals, online marketing plans and project post-mortems.

**Technical Skills**

* **Process Management Tools**: Rally, JIRA, MS Project, MS Visio
* **Tools**: MS office, MS Visio, Quality Center, Rational Rose for UML
* **Programming Languages**: C++, Java, HTML
* **Operating System**: Windows 2000, 2003, Windows 7
* **Database**: SQL, MySQL

**Capital One - Tigard, OR October 2014 to Present**

**Sr. Associate, Agile/Scrum Master**

**Responsibilities:**

* Established Scrum environment for the call recording project team, thereby, fostering an agile implementation environment where value is delivered to customers quickly
* Developed relevant metrics to measure Scrum team performance for use by all enterprise telephony teams, leading to a better understanding of process improvements and reduction of lead and cycle times
* Demonstrated that Scrum can be used successfully by remote team members and satellite teams
* As Scrum Master in team of 5-9 contributors, ensure team health and eliminate impediments towards progress while providing transparency to stakeholders and program leadership
* Evangelize, educate, and influence others in the benefits and use of Scrum
* Managed team providing end-to-end support during the deployment to customized version of **Salesforce.com** and its integration with the legacy CRM system.
* Ensure the occurrence and value of Scrum ceremonies such as daily stand-up, mid-sprint review, backlog refining, demo/review, planning, and retrospective
* Supported data migration team in executing, managing and monitoring regular data loads in the Salesforce production instance.
* Provide performance reporting and analysis to product/program leadership after each iteration (sprint), creating a superior level of transparency and understanding of progress
* Liaise with business operations to develop strategy and drive implementation of new intent and business as usual changes for call recording platforms

**Walmart Inc - Bentonville, AR September 2013 – August 2014**

**Scrum Master**

**Responsibilities:**

* Facilitate scrum ceremonies including daily scrum, sprint planning, sprint review, backlog grooming and Reports.
* Mentored and groomed globally distributed team members on agile methodologies and techniques to ensure they attain agile maturity.
* Guided Product Owners with backlog creation and monitored the creation and maintenance of user stories in JIRA to ensure completeness.
* Monitored progress for sprints and anticipated/ intervened on impediments to the scrum team.
* Continuous and comprehensive communication with IT, Business and Management and ramping them up on the process change since moving to the Agile Release Train.
* Maintained JIRA dashboards including agile metrics like burn down charts for reports for program manager and business teams
* Evaluated and suggested changes to agile practices to progressively improve team output.
* Collated data and metrics for Inspect and Adapt purposes
* Worked with business and PO team to educate and help them navigate the Agile transition.
* Liaise with project managers of dependent projects and QA, Dev and Release management teams to set expectations for delivery and timelines and enable iterative release planning.
* Responsible for reporting of project progress to Application Dev and Program Managers.
* Negotiate with multiple vendors on resourcing needs and staffing plans.
* Co-ordinate and managed dependencies with other scrum teams in the release train for identification and preemptive resolution of conflicts and risks.
* Represent the teams in supplier workshops conducted by business team and set expectations with internal and external stakeholders.

**Cisco Systems Inc. – San Jose, CA July 2012 – August 2013**

**Project Manager / Scrum Master**

**Responsibilities :**

* Introduce and implement best practices for impediment management across scrum teams and leadership team to identify risks and dependencies at feature level that resulted in risk reduction by 20%.
* Work with globally distributed cross-functional teams, effectively communicating scope, timeline, risks and priorities in order to keep them informed, engaged, motivated and focused on delivery.
* Create effective, informed and highly motivated teams focused on delivery transformed in improved productivity, release progress and team velocity by 10%.
* Facilitate high quality, high impact scrum ceremonies including: Agile commit, production deployment, planning, retrospective, agile estimation and grooming sessions to become a self-organizing / self-managing unit.
* Train and provide continuous guidance to the development teams the scrum values to understand the true importance of an Agile "Definition of Done" and "Acceptance Criteria " that resulted in reduced scope creep and improved the overall quality of the application and releases.
* Recognized with an "Above and Beyond Award for Excellent Collaboration" of global team including Stakeholders, Architect, Product Owner, Development Team and Release Team minimizing risks and smooth delivery.
* Identify risks, highlight the impact and probability, and define owner and mitigation strategy, monitor and track progress, including the resolution of escalated project issues.
* Report various metrics like Velocity metrics, Burn-down charts, burn-up, Defect tracking etc.
* Ability to quickly adapt to shifting priorities, demands, and timelines through analytical and problem-solving capabilities
* Design, implement, and present executive level weekly project status of key deliverables with metrics for Director level

**Cotton States Insurance, Atlanta, GA March 2011 – July 2012  
Scrum Master/Product Analyst**

**Responsibilities:**

* Acted as a Scrum Master and was responsible for the planning, development and timely and efficient delivery of the product using Agile frameworks and principles. Closely worked with product managers, engineers and designers to define align and drive schedules to meet commitments.
* Embraced, coached, and evangelized Agile values and principles in the team and across the organization.
* Facilitated the daily scrum meetings, spring planning, spring review, and spring retrospective.
* Provided visibility to team impediments/risks and helps eliminate them.
* As Scrum Master proactively identified and removed blockers, facilitate frequent retrospectives, sharing metrics to identify and implement improvements.
* As Scrum Master facilitated all aspects of Scrum framework, including Product Backlog, Release Backlog, Sprint planning sessions, Daily Scrum meetings, Sprint Reviews and Sprint Retrospectives.
* Coached and mentored agile team members and provides constructive performance feedback.
* Trained and coached a development team of 6-8 and management team of 12 to utilize Agile Methodology with Scrum.
* Encouraged the team for self-organization to boost the efficiency and coordination
* Worked with stake holders and product owners to prioritize the requirements for sprint.
* Encouraged the team to come up with reusable elements and use the best practices.
* Helped the product owners to come up with set of stories for better understanding for estimate and development.
* Established effective communication for the department with consistency across development and business management. Presentations, recommendations and updates provided regularly to the Director office.
* Facilitated addition or removal of stories based on burn-down charts with in the current sprint as agreed with Product Owner.
* Motivated the team to come up with quality shippable product and meet the product goals.
* Managed offshore teams in different geographical places.
* Ensured task completion to specification, on time and within budget.
* Representing the team to report overall project status and upcoming risks and suggest solutions about it.
* Gathered and Analyzed Business Requirements, wrote Design Document based on Strategy & Business Requirement Document. Used MS Visio to designed and develop Use Cases Scenarios, Use Cases Models, Activity Diagrams, Sequence Diagrams using UML.
* Prepared and present Cost Estimations, Cost Benefit Analysis on build vs. buy to the sponsors.

**Thomson Health Care - Micromedex, Inc -Greenwood Village, CO**

**Scrum Master/ Project Coordinator May 2010 – February 2011**

**Responsibilities :**

* Successfully migrated projects from Waterfall to Agile Scrum within 6 months for web development/migration of My Verizon Postpaid Implementation-Plans and Services.
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings
* Evangelized the benefits of Scrum to ensure its smooth adoption
* Facilitate Scrum of Scrum for offshore Scrum teams in US states and India.
* Enforced Kanban principles as a scrum master that resulted in reduction of cycle time by 20% thus increasing team's throughput in less than 8 weeks.
* Improved team velocity by incorporating capacity planning into sprint planning sessions.
* Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables. Managed product backlog as per business needs.
* Served as liaison between staff and client, earning their confidence with reliable follow-through and clear communication.
* Used JIRA for day to day tracking and reporting to maintain progress and proactively manage any issues.
* Excellent work ethics and strong client relationship resulted in long term commitment.

**Murphy and Associates - Renton, WA July 2009 – April 2010   
Scrum Master/Project Coordinator**

**Responsibilities**

* Facilitate the Agile process, (daily scrum, sprint planning, sprint review (demo) and retrospective).
* Maintain Sprint/Releases in JIRA.
* Follow through on process improvements suggested by the team during the retrospective.
* Create the artifacts and audit the process with the established milestone checklists to ensure adherence to the defined Software Development Life Cycle requirements.
* Coordinate releases within the organizational structure.
* Coordinate with interfacing systems to ensure priority and input and output requirements are met.
* Manage the issues/impediments so the team can focus on delivering working software.
* Provide status to management in the defined project plate format.
* Coordinate the product roadmap with the stakeholders and map it to the sprints/releases using Atlassian JIRA
* Participate in the Scaled Agile Framework (SAFe) process,(Program Increment Planning and reporting)