**Veera**

**Sr. Scrum Master**

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| Expedient, Dynamic and Pragmatic Scrum Master with 8+ years of experience in Business Process Development and Business Analytics. Extravagant analytical, inter personal, conflict resolution, facilitation and communication skills with superior leadership, team collaboration, training and management skills to build consensus across relevant parties and derive business success. |
| **Experience Summary** |

* I have worked on both **System** and **Software Development Life Cycles**. Software development life cycles includes various traditional methodologies like **Waterfall**, **Spiral** and non-traditional methodologies include **Agile Philosophies** like **Scrum, Kanban, Extreme Programing (XP), Scaled Agile Framework (4.0)** and **Waterfall-Scrum Hybrid**.
* Proven ability to work with virtual teams (**Offshore/Onshore teams**), define process improvements, and manage stakeholder expectations.
* Practical experience in working with management in **Waterfall** to **Agile** Transformation by **Mentoring** and **Coaching** multiple teams at once on **Agile Principles** and **Practices**.
* Experienced in Facilitating and Participating in the **Scrum Ceremonies** like**Sprint Planning**, **Daily Scrum**, **Sprint Review**, **Sprint Retrospective Meetings** and other activities like **Release Planning Meeting,Product Backlog Grooming Meeting** and **PI Planning**.
* Proficient **Scrum Master** with skills in facilitating **User Story Workshops**, Training the teams to better understand Scrum and increase the team’s overall productivity.
* Expert in breaking down the **EPICS** into **User Stories** using **INVEST** Criteria and prioritizing those User Stories by using prioritization techniques like **MOSCOW, KANO, Value Based**and **100 Point Method**.
* Adept in User Story Estimation techniques like **Planning Poker**, **T-Shirt Sizing**, **Relative Mass Valuation**, **Bucket System**.
* Expert in projecting team’s **Velocity** and **Capacity** units and tracking team’s Sprint progress by constantly updating the relevant **Burn up** and **Burn down charts** for tracking work in progress.
* Experience in enforcing rigorous definition of done at various levels (**task, story, sprint, release, road map** etc.) for improving the business value of the **PSPI (Potentially Shippable Product Increment)/ PI (Product Increment).**
* Experience in handling **Change Request Management**, effectively implemented change by performing both **Business Impact Analysis** and **Technical Impact Analysis** of the change in the scope of the project.
* Experience in building **UML** diagrams including **Use Cases**, **Activity diagrams**, **Sequence diagrams**, **Class diagrams**, **Data Flow Diagrams** and transforming the requirements gathered into functional specifications focusing on workflow analysis and design, user interface design, data flow and process flow.
* Designed and implemented **SQL queries** and stored proceduresusing **joins, unions, outer joins, group by, order by** and **aggregate functions** to extract data from databases **(Oracle, SQL Server**) for timely reporting, validation.

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| SDLC Methodologies | TraditionalWaterfall, AgileScrum, SAFE, Waterfall-Scrum Hybrid |
| Business Skills | Change Management, Business Rules Management, Problem & Incident Management, Impact Analysis, JAD Sessions, SWOT Analysis, Risk Management, Conflict Management, Business Process Reengineering. |
| Business Intelligence tools | Tableau, IBM Cognos, Power BI, MS Excel |
| Business Modeling tools | MS Visio, Mockup Screens, Balsamiq, Unified Modeling Language (UML) |
| Project management tools | MS Project, MS SharePoint, MS Office 365 online |
| Requirement management tools | JIRA, HP ALM, Agile CA (Rally), Confluence. |
| Data warehousing | Data Marts, OLTP, OLAP, ETL, Slicing/Dicing, Drill down/ Roll up, Data Mapping, Data Profiling, ER Diagram, Dimensional Model. |
| Architecture/Framework | Service Oriented Architecture (SOA), N Tier Architecture, |
| Testing tools | HP QC/ HP ALM, Rational Clear Quest, Load Runner |
| Databases | MS SQL Server, Oracle, HDFS, HBase. |
| Languages | HTML, CSS, XML, SQL, Java/J2EE, JavaScript, JSON, SOAP. |

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| Scrum Master/Agile coach Jan 2017 – Present  *Morgan Stanley, New York City, NY.*  The scope of the project was to enhance the web interface of firm’s wealth management advisory platform and to automate several inhouse processes which digitally enhance advisor – client relationship. Portfolio managers used the platform to keep a track of their client’s investment portfolio and to provide legal & wealth management solutions.   * Assisted Value Stream Engineer (VSE), Release Train Engineer (RTE) and the team in an ART to identify the Dependencies and assist Product Owner to populate the product backlog. * Facilitated and Time-boxed Scrum ceremonies like Sprint Planning, Sprint Retrospectives, Daily Stand-ups and Sprint Reviews andother activitieslike Backlog Grooming Meeting and Release Planning Meetings. * Facilitated Story writing sessions to write good user stories satisfying INVEST criteria and splitting them into tasks by satisfying SMART criteria, assisted product owner in prioritizing the product backlog based on business value. * Attended PI planning workshops and facilitated System Demo, Inspect and Adapt workshops for future sprints. * Assisted the team in recording the Impediments and identifying the root cause and its future effects on the system and resolving the impediments to aid team in achieving the sprint goals. * Participated in the Scrum of Scrums (SOS) with other Agile Scrum Masters and the Release Train Engineer (RTE). * Acted as a Scrum Master for two scrum teams with a focus on guiding the teams towards improving the way they work. * Placed substantial efforts on team member role training, time-boxing and strong metrics for all members of the team. * Helped the team in prioritizing the product backlog by using prioritization techniques like MoSCoW and Kano based on the business value it generates and estimated them using Estimating Techniques like Planning Poker and T-Shirt Sizing and Relative Mass-Valuation. * Effectively handled the Requirement Churn during the sprint cycle and added the PBI to the next sprint. * Tracked team’s velocity using Sprint Burn Down Charts and assisted them to achieve optimum velocity by ensuring that the team is not under/ over committed, keeping track and resolving the Impediments. * Attended educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices to update and maintain professional, Business, Technical Knowledge constantly. * Coordinating and participated in weekly estimation meetings to provide high-level estimates (Story Points) for backlog items and upcoming change orders. Facilitated System demos in SAFE environment. * Communicating Integration Strategy ahead with the systems team and cleared the ambiguities about the integration. * Assisted and communicated requirements with the team in Test Driven Development (TDD), Behavior Driven Development (BDD) which were used in test-centric development and daily standup meetings, ensuring quality standards were met as per the build release schedule. * Knowledge and experience with Agile techniques - Automated Testing, User Stories, TDD, Continuous Integration, Testing, Pair Programing and Agile Games. * Performed ongoing assessment of the Scrum Maturity of the teams and organization and coaching to higher levels of maturity, at a place that is sustainable and comfortable for the teams and organization. * 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: SAFE, Kanban, Service Oriented Architecture (SOA), MS Visio, JIRA, Confluence, Tableau, Swagger, Informatica, Amazon EMR, Amazon S3, Hadoop eco-system, Cucumber, UML, and UAT Testing. |  |

**Scrum Master** Mar 2015 – Dec 2016

**Amex. Phoenix, AZ**

The project involved enhancement of the automated Mortgage **Loan Origination Process** by upgrading the **Businessfunctions** such as Account information and NewLoanset**-**up, **Escrow Analysis**, the **Appraisal**, credit, & income

* Facilitated **sprint planning**, **dailystand up**, **sprint demo** and **retrospective meetings**. Assisted Product Owner in maintaining the backlog groomed by using **prioritizationtechniques**.
* Used **Business value** based and **100-point** method for prioritization, Conducted **Relative mass** and **Bucket system** for estimation and facilitated **Sail Boat** and **Happiness Histogram** for retrospectives.
* Ensured **cross-teamcoordination** and removed **impediments** as and when occurred. Maintained **relevantmetrics** that helped the team understand their performance.
* Handled **Requirementchurn** during the project by performing **ImpactAnalysis** by checking the feasibility in maintaining the **TripleConstraint** and discussing them in **DailyScrum**.
* Ensured **coordination** between **product owners, analysts, developers and QA**. Created and routinely updated **SprintBurn-down Chart**, **Sprint Burn-up Chart**, and **Information Radiator** to track team’s progress toward **goals**.
* Trained other Product Teams, Owners, and members on best practices of **AgileScrummethodologies**. Acted as a Project Manager when necessary.
* **Built** and **tracked** both the **Release Plan** and the **Scrum/Iteration** plan. Assisted with **prioritization** and **resolution** of **software defects.**
* Interfaced with Program Management Office to ensure **projectgoals** and **requirements** are being met. Assisted the team in implementing **effective agile disciplinary practices**.
* Used **JIRA** for allotting tasks, **userstory** writing, **backlogmanagement**, **issuetracking**, user story **management** and forward and backward **requirementtraceability**.

**Environment: Scrum, Kanban, Balsamiq**, **MS Visio, MS Project, MS Access, SQL Server Integration Services (SSIS), SOAPUI**, **UML, MS Office, SeleniumWebDriver, Tableau.**

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| Scrum Master  Master card. O’Fallon, MO | Dec 2013 – Nov 2014 |

The project aimed at enhancing the **Development** and **Maintenance** of our **Mobile Banking & Credit Card Application** to provide customers a secure & convenient way of mobile banking.

* **Shielded** the development team from outside **distractions**, **impediments** or **teamconflicts**, and maintain **focus** on **product backlog** and **projecttimeline**.
* Proficiently facilitated all **scrumceremonies** like **backlog grooming**, **sprint planning**, **daily standups** for sprint progress, **sprint review** to capture any feedback or changed requirements from the stakeholders for Potential Shippable Product Increment **(PSPI)** and **sprint retrospective**.
* **Prioritized** and **Estimated** User stories by facilitating effective **Backlog grooming** and **Sprint Planning**. Directed and lead development team from **projectinitiation** through **delivery** of final product.
* Worked with the Product Owner in writing epic user stories, in Product Backlog prioritization using **MOSCOW** and **BusinessValuebased** techniques, in capturing any feedback or changed requirements.
* Facilitated **DailyScum** meeting to ensure **accountability** in team and understand if there were any **impediments** in the **development process.**
* Maintained the **TaskBoard** that was referred to during the daily stand-ups that helped the team **track** the stories **To Do,Work in Progress**, **Done** and **Accepted.**
* As a Scrum master, **trackedteamvelocity** and **Sprintprogress** using **Sprint Burn DownChart** and **Product Burn down Chart**, facilitated **time boxed** daily scrum meeting.
* Supported the **scrum development team** by resolving **impediments**, **maintaining** an **impediment list**, and making that list **visible** for all teams in the organization.
* Worked with the **ProductOwner** during the **Sprint Review** Meeting for the Potential Shippable Product Increment **(PSPI)** and help decide which features met the Definition of Done **(DoD)** using the **acceptance criteria**.
* Defined **AcceptanceCriteria** for User Stories and facilitated **User Acceptance Testing (UAT)**.
* Designed Test Cases, Test Plans, Test Scripts, and Test Scenarios to perform Functional Testing, Regression Testing, and defects logging using **JIRA**.
* Resolved **teamlevel** impediments and **organizationallevel** impediments to improve the overall **productivity.**
* **Reduced** the communication **gap** within the scrum team to perform better by **conducting** team activities during sprints that made the team members more **interactive** and **effective** team players.
* **Environment: Scrum, Kanban, HP Quality Center, JIRA, MS Visio, MS Word, MS Power Point, MS SharePoint.**

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| Scrum Master  *UPC Insurance, Tampa, Florida* | Jul 2012 – Nov 2013 |

The project was on a system which provides real-time information on claims, payments and adjustments' activity to identify regional and seasonal trends of most common type of claims and make timely decisions to manage workplace safety and reduce loss costs. The goal was achieved by re-engineering the existing Property and Casualty enterprise data warehouse and adding four Data Marts to meet its data management, and reporting requirements.

* Facilitated **Sprint Planning, Sprint review, Daily Stand Up’s, Sprint Retrospective**and **Backlog Refinement Meetings.**
* Worked closely with the development team in**identifying, tracking**and **mitigatingImpediments** and **Dependencies**.
* Helped the team in deciding the **sprint backlog for every sprint**. Effectively managed various stakeholders.
* Assisted the team to write user stories and breakdown **epics into user stories** and **user stories into tasks**.
* Used **JIRA** to maintain **product backlog**, **sprint backlog**, and to **create** and **track user stories**, **Sprint planning**, **tracking** and **managing sprints**, **created status reports** and **burn down charts**.
* **Confluence** was used to **maintain project documents** such as **project plans**, **project scope**, and **status reports** and to **assign tasks**.
* Facilitated and participated in **Backlog Refinement** meeting along with the **Product owner** in prioritizing at higher level to ensure that the product backlog meets the **DEEP** criteria and moving the user stories to **Sprint backlog** which ensured **Definition of Ready**.
* Managed **financials**, **budgets**, **invoicing** and **forecasting** in terms of resources and costs for financial year.

**Environment:Waterfall-Scrum, Adobe Acrobat, UML, MSOffice, MS Word, Power point, MS Visio, Tableau, oracle**

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| Project 5 | Jan 2012 – Jul 2012 |
| Business Analyst/ Scrum Master  *ICICI Bank Limited, Mumbai*  The scope of the project was to build an Enterprise Reporting System to analyze and improve the performance of its financial products like Deposits, Commercial and Personal loans, Cash Management, and Merchant Card Services. | |

* Facilitated **Sprint Planning**, Daily Stand Up’s, **Sprint Review**, **Sprint Retrospective** and **Backlog Grooming** sessions.
* Assisted product owner in **prioritizing** the **Product Backlog (PBI’s)** using **MOSCOW** technique and assisting the technical team in breaking down the **EPICS** into user stories to meet the **INVEST** criteria.
* Assisted Scrum team in **self-organizing** and **cross functionality** in deliver a **PSPI** without any external assistance.
* Used **DDL**, **DML** and **DQL SQL** queries to perform **data analysis**, **data validation** and **data manipulation**.
* Involved in **API** documentation for **SOAP, REST** and documented **XML** requests and responses from the **Client** and **Server**. Performed API testing by using **POSTMAN**.
* Worked with the **QA** team for designing and documenting **Test Plan**, **Test Cases** for the **UAT** and **Regression Testing**.
* Performed **Automation** testing by using **Cucumber** and created feature file following **Given**, **When**, **Then** format.
* **Tableau** was used for **data visualization** to communicate information clearly via the statistical graphics, plots, information graphics, tables and charts selected.

**Environment: Waterfall-Scrum Hybrid, Mock-up screens, SQL Server, MS Visio, GAP Analysis, Data Warehouse, JIRA, Tableau, UML, and UAT Testing.**

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| Business Analyst | May 2010 – Dec 2011 |

**HSBC Hyderabad**

The scope of the project was to replace the existing website and launch an all new website with enhanced features like UI interface, login functionality, guest view focus, timely updates on events and activities etc. The objective was to get the users registered for internet banking and other signups and save the existing users data and implement them in the new portfolio. The enhancement included the featured links to pages on the social networking websites.

* Helped in Prioritization of **project efforts, developing project plans, process flows, Use Cases** and **SRS**.
* Created **Mock-up Screens** and **Wireframes** using **UI Components** such as Drop-down list, check boxes for retrieving data from the user with **client-side** verification.
* Created **Use Case Diagrams, Activity Diagrams** and process flow charts using **MS Visio**.
* Assisted web services team to create **API’s** for **SQL queries** for **automation** and generate reports based on user requirement. Tested the Report Service **SOAP AP**I that was integrated to **CRM** and other front-end applications using **Swagger**.
* Reviewed **Use Case Narratives**, **Test Plans** and **Test Cases**. Supported and assisted **QA** in developing **Quality Control (QC)** test plans and **test scripts**, as well as supporting and assisting clients in all testing phases through UAT.
* Undergone various phases like **design, functional** and **technical specification, coding** and **testing**.
* Created Dashboards and reports through **Tableau** and effectively showed trends in our portfolio that helped in analyzing the claims data and handle changes on stakeholder’s request.

**Environment: Waterfall, Microsoft Office Suite, Microsoft Visio, Rational Requisite Pro, SharePoint, HP QC, HP QTP, Team Foundation Server.**