TRUNESH CHANDRA THAKUR
(Service Delivery Manager & Scrum Master)

Personal Information

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Key Skills

Application Support
Agile Project Management
Kanban, Scrum, Waterfall
Application & Software
Development
Ecommerce & ERP
Business Applications
Billing & Resource Management
Change & Delivery Management
Risk Management
Requirement Gathering

Management Tool

JIRA, MS Project, MS Excel, Trello, Service now, Azure DevOps

Technical Expertise

MVC, MVP, WCSF, DotVVM, WSSF

API, Web Service, Micro services
.Net, ASP.Net, C#, VB.Net, VB
6.0, Blazer, Angular, React
Azure Cloud, Azure DevOps

JavaScript, JQuery XML, HTML, JSON, Entity Framework

SQL Server 2017, SQL, LINQ, DB2, PostgreSQL

Profile Summary

• PMP, CSM and CSPO Certified, Agile Practitioner, Innovative and solution focused IT professional, specializing in leading high performing and multi-disciplinary teams from product development through successful product launch. Accustomed to managing multiple projects and priorities in fast-paced environments.
• Total experience of **21+ Years in IT. 6+ years** of Project management and Development Management experience and **4+ years** in Scrum Master/ Agile Project Management exp.
• 10 years in client handling domestics, UK and US. 9 years team handling, 8-10 team members for development projects (.Net/SQL/Azure DevOps), 3-5 team member for application deployment and support.
• Implementing scrum, Kanban, waterfall, and agile methodologies, and skilled in developing processes that facilitate continual progress and team achievement.
• Experienced in handling on various kinds of projects in Ecommerce, Insurance, Pharmaceuticals, Education and ERP.
• Drive the adoption and optimization of modern development practices, such as Agile, DevOps, and Continuous Integration/Continuous Deployment (CI/CD), to accelerate delivery and improve software quality.
• Manage the development team's capacity and allocation of resources effectively, ensuring that the team is appropriately staffed and equipped to meet project requirements and deadlines.
• Collaborate closely with cross-functional teams, including Security and Operations, to ensure that application development efforts align with security best practices and operational requirements.
• Identify and manage technical risks and dependencies proactively, developing mitigation strategies to minimize their impact on project deliverables and timelines.
• Manage the development team's capacity and allocation of resources effectively, ensuring that the team is appropriately staffed and equipped to meet project requirements and deadlines.

Education

1997 ◆ MBA,
IMS, Devi Ahilya University, Indore (M.P), India

1995 ◆ B.Sc.,
Vikram University Ujjain (M.P), India

Certification

❖ PMP Certification (2017-2026), Project Management Institute (PMI)

❖ CSM Certification (2017-2022), Scrum Alliance

❖ CSPO Certification (2020-2022), Scrum Alliance.

Work History:

Oct'21- , Wipro Pvt. Ltd. Pune (India) – Service Delivery Manager /Scrum Master

Handling the different project as a Service Delivery Manager (Kanban)/Scrum master for the Humana/ Novartis/Lloyds Banking/Mazda client.

Carried out the following task:

- Worked as SDM and Scrum master on both Kanban and Scrum framework on different projects.
- Organize and facilitate agile activities and ceremonies including daily stand-up meetings, sprint reviews, retrospectives, sprint and release planning, and product backlog refinement sessions.
- Ensure that all meetings are positive, productive, stay on topic, and are kept within the time box.
- Collaborate closely with the product owner to manage the backlog.
- Effectively manage user story estimation and forecasting.
- Champion and facilitate adoption of agile standards, tools, and best practices.
- Coach team on established IT and corporate standards (e.g., security, quality, and architecture) to minimize operational and reputational risk.
- Proactively identify and resolve impediments to team progress.
- Communicate with leaders across the organization to ensure transparency into delivery progress, challenges, and risks.
- Utilize team feedback and metrics (e.g., quality, delivery, cadence, etc.) to identify areas of opportunity and work with team to continuously improve.
- Coach the team to improve collaboration and self-management, promoting healthy interactions both within the team and with external stakeholders.
- Represent the team at broader planning and coordination sessions (e.g., Scrum of Scrums).
- Support the team in using agile planning and development tools (e.g. JIRA, Confluence, MS Projects, and Azure DevOps).
- Experiment with new practices and frameworks to improve team outcomes.
- Actively participate in learning opportunities such as communities of practice or conferences to improve skills and better support the team.
- Contribute to the advancement and improvement of agile practices within the organization.
- Prepare Weekly Status Report and conduct the weekly status call, also give the inputs to Monthly Status Report.
- Forecast the capacity for the month and also update the capacity of with the actual efforts of the team for that month.
- Update roadmap timeline based on the ongoing and planned priorities of the pilots.
- Creating Jira queries for extracting the data to create different reports and use those queries in different gazettes.
- Working on tools like Jira, MS Teams, Service now, Share-Point, Confluence etc.

Aug '19- Jan' 21, Synechron Pvt. Ltd. Pune (India) - Associate Specialist - Technology

Handling the different project as a **Scrum Master and Delivery Manager** for the *Transamerica* client.

Carried out the following tasks:

- Protect development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog and project timeline.
- Worked on AWS migration project to Azure Cloud on Document Library Software.
- Educate and reinforce scrum methodology and agile framework to team members and stakeholders.
- Direct and lead development team from project initiation through the delivery of final product.
- Work closely with project owner in backlog management and continuous delivery of features.
- Managed project scope to ensure delivery was compliant with scope commitment.
- Tracked and managed product backlog, burn down metrics, velocity, and task breakdown.

- Addressed problems through risk management and contingency planning.
- Acted as a Project Manager when necessary.
- Assisted team to remove impediments by having an understanding the control and release processes.
- Assisted with internal and external communication, improved transparency, and radiated information.
- Assisted with prioritization and resolution of software defects.
- Built relationship with Product owner and other stakeholders to facilitate team's interaction with them.
- Facilitated sprint planning, retrospective and sprint demos.
- Helped team to solve problems rather than provide solutions.
- Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings.
- Removed impediments by finding the right personnel to remove the impediment.
- Updated sprint backlog systems to provide transparency on product.
- Worked with the Developers and the Product Owner to negotiate the minimum viable product for delivery.
- Handling the team of 8-10 people on DB-Savannah, Shadow IT and Document Library Software.
- Helping the people in Query optimization, .net coding, Azure DevOps, Bit bucket, Azure Cloud AWS cloud, Architect, Jenkins.

Mar'19- Jun '19, Collabera Services Pvt. Ltd. Vadodara/Baroda - Agile Project manager

Carried out the following tasks:

- Extensive use of JIRA Tool for project handling.
- Managing team of 6-7 people using scrum framework.
- Creating requirement documents for changes and enhancing features of present applications.
- Removed impediments by finding the right personnel to remove the impediment.
- Helped team to solve problems rather than provide solutions.
- Assisted with prioritization and resolution of software defects.

Jan'11 – Jan'19 Crystal Logic Pvt. Ltd., Mumbai (India) –Project Manager / Agile

Carried out the following tasks:

- Accountable for the project management throughout the entire project lifecycle, including project initiation/proposals, project delivery, stakeholder management, post implementation review and project close out / handover.
- Managed clients like S P Jain, Karvat Cover-More Pvt. Ltd., Fern Hotels, Ride Mantra, Indian Strokes, Amvoc.
- Worked on different projects like Indian Strokes, SP Jain, Travel Tag, Health First, Gold Star, Mychabutra, Market Master, Sunteck, Ride Mantra, Rusty, Fern Hotels, Paghardware, LawrencenAndMayo, NeoSports, Sayhullo, Peelworks and Doctor's app.
- Also, work on the AWS cloud to move the application from on-premises system to AWS.
- Drive steering committee meetings and other regular meetings with Major stake holder Develop supporting documentation and materials including demonstrations, presentations and other tools to ensure solutions are easy to manage and repeatable.
- Involved in Risk planning, scheduling & Quality Analysis & control.
- Ensuring effective quality control processes are in place to monitor deliverables produced.
- Responsible for identifying, analyzing, measuring and managing project risks.
- Assisting the technical team in their design and development tasks and time tracking.
- Maintaining client relationships and communication.
- Create and maintain project plan that communicates tasks, status, milestone dates and resource allocation.
- Assist test team in creating test plans and testing efforts.
- Coordinate delivery of development (beta) and production releases that meet quality assurance standards.
- Designed requirements traceability matrix to trace/manage business requirements.

- Creating WBS, Status Reports in Excel and MS Project 2016/2013, Trello, JIRA.
- Handled projects on Asp.net, C#.net, VB.net, ReSharper, MVC, iOS, Android, PHP.

Sep'07: Jan 10 MCS Global Inc., New Jersey (USA) – Sr. Business Analyst

Carried out the following tasks:

- Responsible for gathering requirements through Reverse Engineering to .Net application. Prepared.
- Design, Functional Specifications and UML Diagrams using MS Visio.
- Developed Business Logic Layer, Data Access Layer for .net application. Maintained the versions of the program using Visual Source Safe.
- Developed Import Export Windows Service. Worked with CSS, Themes and Skins to maintain the look & feel of the application.
- Created Unit Test Cases for all Business Rules using NUnit Framework.
- Accountable or designing & developing reports using Crystal Reports XI Release 2. Prepared the Test Plan and implementing the developed application.
- Used MVP (Model-View-Presenter), MVC Design Pattern to develop the Web site; using Enterprise library 3.1 And WCSF (Web Client Software Factory Pattern) for the development of the application.
- Worked for the clients like Everest Re Group, One Beacon Insurance, Big O Tire, Chubb Insurance and VIA2020 Contents.

- Worked on the technologies like ASP.net, C#.net, VB.net, HTML, DHTM, CSS, JavaScript, JQuery.

Sep'02-Feb 07: Midriff Net Solutions, Mumbai (India) - Sr. Programmer

Project: Informed Technologies India Ltd, Span Diagnostics Ltd, and Shakti Corporate.

Technologies: ASP.net, C#.net, VB 6.0, ADO, ADO.Net, SQL Server 2005, Crystal 8.0

Oct'01-Aug'02: Maral Overseas Ltd., Khal Bujurg (M.P) - Executive

Project: TIM ERP DATATEX.

Technologies: AS/400, RPGLE, RPG/400, OS/400, CL/400, DB2/400, and Open Query

Dec'00-Sep'01:Rushwin.Com Pvt. Ltd., Mumbai (India) – Software Engineer

Project: UNISCO (Non-Formal Education).

Technologies: VB 6.0, ASP, SQL Server, MS Access.

. Aug'99 - Sep'00: Piramal System Technologies, Mumbai (India) - Trainee Programmer

Project: MFG/Pro, Payroll.

Technologies: Progress RDBMS, VB 5.0/6.0, MS Access, SQL Server.

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