# Sunil S Dangwal

## Project Manager –Project Management (Scrum Master)

* A motivated, pragmatic, decisive and proactive Scrum master servant leading high quality software that maximizes ROI and commercial appeal
* Working on Agile framework with extensive experience in Agile Digital transformations in Banking & proactive Project delivery Manager in Testing services,
* Project Delivery Manager /Scrum Master with 16 plus years of progressive experience concentrated in large programme (Information Technology, Software Management, and Operation & Monitoring)
* Software Industry experience in software Testing services and has delivered many services in multiple domains Banking (Credit cards), Service Management, ERP Application (JD Edwards). Retail – POS & Maintenance Management System. Expertise in Project management, driving core team to deliver the best-engineered solution in agile methodology and best practices with alignment to business vision and helping customer to meet their business goal.
* Having good leadership skill in Scrum with 2 yrs experience as role of Scrum Master with Certified Scrum Master (CSM) & highly motivated self-starter, comfortable offering servant leadership. both individually and at team/squad levels in a Agile framework along with experience in delivering services – Automation, Non-Functional & Application Performance Monitoring services.
* Facilitate Daily Standups, Sprint Planning, Sprint Reviews, Sprint Demos, Backlog Refinements and Retrospective meetings for the team.
* Manage implementation, configuration process and own delivery of the project.
* Identify, own and remove impediments for the team on a daily basis. Reach out to Organization network to remove impediments before they become blocker.
* Track Metrics of the team progress, productivity and use the metrics to help the team get the most out of self-organization and self-management.
* Provide support to the team using servant leadership and leading by examples
* Collaborate closely with Product Owner and Stakeholders to facilitate release management
* Assessing the Scrum Maturity of the team and coaching the team for higher levels of maturity.
* Continuous learner and participant in community & experience in DevOps integration model for CI/CD using Jenkins along with exposure to the software development techniques – TDD, BDD & ATDD

## Core Competencies

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| * Leadership (Project Management) * Agile methodology- Sprint planning, Scrum management, Spring reviews, Story decompositions, tacking and monitoring * Agile techniques like: User Stories, Continuous Integration, TDD, Continuous Integration, Automated Testing | * Performance Engg, Performance Testing & Automation Testing * DevOps program release management & Cloud Infrastructure * Real User Monitoring, Synthetic Monitoring, Application Diagnostic |

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| * Tools for Agile Methodology, Story board, burn-down chart, Velocity Chart * APM tools (CA Wily, Dynatrace ,App Dynamics)- | * HP Performance Center * HP Quality control * JIRA, Confluence * HP BSM – BPM & Sitescope | * Web Services, REST and SOAP, JSON, XML * MS Project Manager * Jenkins other CI Tools |

## Tools and Technologies

## Project Responsibilities at Virtusa

* Project Management include Scrum, Release planning, sprint planning, User story decomposition, effort estimations, daily scrum meetings, sprint reviews meeting, Risk assessment and Mitigation plan & control actions
* Planning, controlling, monitoring, managing and directing the assigned project to best meet project objectives
* Collecting metrics data (such as baseline, actual values for costs, schedule, work in progress, and work completed) & reporting to stakeholders about project progress and others project specific information
* Create and execute development plans and revisions as appropriate to meet changing needs and requirements
* Helping Team to draft own working agreement & followed by work done, monitor accumulation of technical debt
* Took over scrum master role of project to provide stability, confidence, predictability, better morale, productivity, enhance visibility & enable stakeholders to better understand and plan releases.
* Line management of skilled technical team following Agile and waterfall methodology.
* Keep up scrum values within team using DOD (Definition of Done) & educate team members on scrum
* Be a mirror to team & measure scrum team maturity.
* Release planning including the detailed release tasks, dry run and back out plans as well as impact analysis of releases on other projects.
* Actively involved in introducing and organising quality assurance activities such as performance testing, system integration testing, security testing, operational readiness and include them to delivery life cycle.
* Facilitated the generation of the agile story map to help identify external dependencies, key stakeholders and potential project risks
* Engage with business analysts to understand requirements and present solutions (including prototyping and overall technical feasibility).
* Manage the overall technical and project delivery risk and governance through quality gates, architectural reviews, metrics collection and analysis.
* Collaborate with the Product Owner and team, to ensure a healthy prioritised product backlog
* Coach and facilitate the team in self-organisation and cross-functionality - delivering agile training and coaching in line with agreed outcomes.

## Organizational Responsibilities

* Coach and Influence team members to adhere to the Scrum rules.
* Continuous Improving with scrum rules and timebox.
* Facilitating team to understand development, Definitions of Done (DOD) and be transparent, checking progress and making continuous improvement.

## Educational Qualifications

* *B.E from Mumbai University May -1996*

## Achievements & Certifications

* Certified Scrum Master (CSM)
* Prince2

## Projects Worked on at Virtusa

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| Project | MBNA Integration – Lloyds Banking Group UK |
| Role | Scrum Master – Onsite UK |
| Duration | Sep 2017 –Mar 2019 |
| Domain | Credit card Migration (MBNA to LBG) |
| Technology | Hadoop, ETL, Digital |
| Project Description | MBNA has been taken over by Lloyds Banking in Dec 2016 & finally big migration CREDIT CARD in UK bank & bringing from MBNA to LBG platform. |
| Roles & Responsibilities | * Responsible for development delivery for MBNA card services encompass all LBG Brand (BoS, Halifax, Lloyds & TSB) Card Services and channels (Retail, Internet banking, Digital Sales & Services) * Execute the migration of the MBNA accounts and customers and cease reliance upon MBNA/BOA platform. Understanding MIGRATION project for Retail banking for deliverable * Triage Manager: Making sure the process/project run smoothly, removing obstacles that impact productivity including post live issues. * Prioritizing continuously in accordance with the understanding and validation of customer problems and needs. * Own the short-term roadmaps for MVPs (Every 4 weeks release). * Working with cross functional teams to deliver features and significant product. * Engage frequently with dev team, facilitate discussions, provide clarifications and contribute to design activities and decisions. * Planning the Deployment and Release plans of the Project. * Supporting Proving cycle & Dress Rehearsal test phases including defect tracking. * Demonstrating superior convincing and influencing skills that ensures alignment between customer and engineering team. |

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| Project | AXA -Services – Europe Region |
| Role | Project Manager: Testing Services (APM, Automation and Performance Testing) |
| Duration | June 2012 to Dec 2017 |
| Domain | AXA Insurance & AXA Service Management |
| Technology | APM - Dynatrace, CA Wily , HP BSM – BPM & HP SiteScope |
| Project Description | AXA Service tool to be use by end users across AXA- worldwide |
| Roles & Responsibilities | * Improved IT Operations team efficiency by reducing 65% of the incidents by correlating alerts from various monitoring systems to save 1000 mins/month person-hours in operation center * Reduced downtime and MTTR (Mean Time to Resolution) by an average of 80% by implementing a suite of enterprise monitoring, APM framework and event consolidation solutions * Improved customer experience and maintained over 97% customer satisfaction score through real user monitoring, and by providing key application stakeholders with information about the performance for AXA * Gain visibility into client’s business applications are performing across your entire technology stack, monitor app performance for all your enterprise users, and provide insight that allows to make data-driven service-based investment decisions. |

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| Project | WTS & ARIBA (Client: AXA) |
| Role | Project Manager Testing Services (Automation & Performance) |
| Duration | June 2012 to May 2016 |
| Domain | ARIBA |
| Technology | Performance Testing Load runner 11x & 12x integration with ALM & Automation Testing |
| Project Description | ARIBA |
| Roles & Responsibilities | * Mentoring & Coaching Performance & Monitoring testing by LoadRunner 9.5 and Performance Centre 9.5 on ERP Application – JDE. (HTTP Protocol, Web services and VTS) * Design and provide solution to ERP application when moving real time scenarios from dependent NFT business transactions & scenarios * Execute various test runs like Load, stress, endurance, fail over as per test plan. Gather performance statistics on various layers of the application. Analyze the performance statistics and provide interim report after each test run. * Prepare Performance Test summary report and provide walkthrough to all key stakeholders. * Automating script in QTP 12.X & Preparing Automation Testing strategy framework (Keyword driven/Data driven/Hybrid framework) * Modular script creation and execution as per scenario as per release wise. |

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## Experience Prior to Virtusa

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| Project | Lafarge Application |
| Role | Automation Lead |
| Duration | Mar 2002 to Dec 2004 & April 2007 to Feb 2012 |
| Domain | ERP (JD Edward) & Retail – POS |
| Technology | QTP 9.x, Load Runner 9.x, Performance Center 9.x & Quality Centre |
| Project Description | ERP Application from P&O, Finance and other ERP Modules |
| Roles & Responsibilities | * Understanding Business requirement and preparing requirement traceability matrix by identifying scenarios for Automation & Performance Testing. * Designing modular script ,Function and Business scenario and calling scenario & function based on business needs. * Preparing VTS script and passing test data values based on scenario execution and completing end to end business scenarios * Designing and running script, analysing any bottleneck & preparing report for stakeholder by highlighting all bottleneck issues. * Responsible for Planning, Estimation, preparation & execution of all test cases and track the defects to its closure * Experience of 9 yrs in Retail domain, Functional testing on Product domain (RETAIL– POS), EMV (Europe, MasterCard and Visa card) * Experience in delivery of Retail POS application integrated with ERP package (JDE) |

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| Project | Retail Merchandising Planning System |
| Role | Test Lead : Functional , Automation Testing |
| Duration | May 2005 to Jan 2007 |
| Domain | Retail Merchandising Planning (SAS) |
| Technology | AIX 5.2, Solaris 5.9, Windows 2003, UDB 8.2, Oracle 9i/10g, SQL Server, EJB, JSP, C++, VC++, WebLogic 8.1.4/8.1.6, Apache, Active X, XML, Java Script, SAS Graph Control/Worksheet Client |
| Project Description | Retail Merchandising Planning System at Store level with business is planned well in advanced to be roll out for local stores |
| Roles & Responsibilities | * Interacting with Stakeholder, Product Manager, Application Architect in identifying gaps and ensuring deliverable on time. * Creation of Automation script using Open source RRAFS & SAFS, Delivery the complete migration and integration of Retail Merchandising product from Marketmax 7.5 to SAS 9.1 |

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| Project | Kandle Port Trust |
| Role | Functional Tester |
| Duration | Jan 2001 to May 2005 |
| Domain | Web based Application |
| Technology | Oracle Form ,Report ,DB |
| Project Description | Portal Application with 3 tier architecture |
| Roles & Responsibilities | * Understanding business requirement and preparing Test cases, execution of Test cases, finding defect and tracking defect release wise |