C Ram Ph: +1(469) 459 6394

Certified Scrum Master | Release Train Engineer Dallas, TX

Certified Scrum Master/ Release Train Engineer, Software Developer with over 16 years of in-depth hands-on experience in complete life cycle of software development, implementation, product & project management and client engagement in Telecommunications, Insurance and Healthcare domains. Strong proficiency in written and oral communication skills, capable of understanding and explaining complex issues in due course of project execution.

Ability to manage large projects that have demanding time constraints, motivate, organize, and lead the team to deliver in time and above expectations.

# SUMMARY:

* Over 16 years of working experience in IT with 11 years as an Sr Scrum Master/RTE and lead the team in deadline driven projects and circumstances. Proven experience in Agile framework – Scrum.
* Over 2 years of working experience as Release Train Engineer, eased the ART events and processes and aided the teams in delivering value.
* A decade of working experience in development, design and analysis of applications using JAVA and J2EE technologies.
* Over a year of working experience in development of applications using python scripts.
* Strong hands-on experience in PI planning, coordination and execution for multiple cross functional teams at enterprise level.
* Strong experience in Scaled Agile Framework for implementing Agile practices at scale to achieve business agility and value.
* Strong and effective hands-on experience of coaching, mentoring, conducting workshop sessions and training for multiple teams.
* Achieved Sprint Goals by planning the releases by measuring the Velocity and Capacity of the team. Proficiently organized and eased daily scrum, sprint reviews, retrospectives and release planning. Effectively tracked team’s progress, including burndown, velocity and release forecasting as a SCRUM Master.
* Communicated and collaborated closely with product owner and the development team in prioritizing the items for Sprint backlog and to update the Product backlog so that it is revised periodically according to Industry standards for the product.
* Promoted continuous improvement as well as continuous Integration and helped teams in increasing efficiency.
* Involved in software life cycle of analysis, designing, developing, testing, installing, configuring and maintaining applications. Successfully supported for deployment of applications in servers like Web- logic, Tomcat and Resin servers.
* Authored, updated and edited technical documentation such as: Procedure manuals, user guides/manuals, programming manuals, product specs and LLDs, Sprint Summary, Release Notes and verified technical information with related teams and departments.
* Demonstrated core skills of a Business Analyst such as requirement gathering, developing technical solutions, defining, analyzing and documenting requirements; drive the design or review of test cases; process change requests, and manage a project’s scope, acceptance, installation and deployment.
* Effective analysis and understanding of business challenges as well as find and gather requirements critical to the business aims and goals.
* Decompose high-level business and user requirements into module wise CR documents also involved in CR clarifications. Involved in doing Impact Analysis for the CR’s.
* Dealt with technical issues in detail by collaborating with technical staff and product teams during the development process of the products. Delivered Presentations, Architectural Diagrams, Workflows, and videos. Reorganized and rewritten the documents with more substantial information for easier access.

# CORE COMPETENCIES:

* Project Management
* Agile (Scrum) Methodologies
* Release Train Engineer
* Change Management
* Business Systems Analysis
* Risk Management
* Subject Matter Expert (SME)
* Conflict Management

# TECHNICAL SKILLS:

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| Operating Systems | Windows XP. |
| Languages | JAVA, J2EE, Python, C++ |
| Web Technologies | JSP, Servlets, XML, JavaScript, HTML, SOAP/Rest |
| Portal Technologies | WebLogic Portal Framework. |
| Data Base | SQL Queries |
| Application Servers &Web Servers | WebLogic, Tomcat, Resin |
| IDE | Eclipse. |
| Tools | WinSCP, Putty, SVN, Jira, Jira Align, Confluence, Miro, Kanban,MS- Visio, Git |

**CERTIFICATIONS:**

* Certified Scrum Master
* Certified SAFe® 5 Scrum Master
* Certified Product Owner

# EDUCATION:

* Bachelors of Technology in Electronics & Communications, VTU **2004-2008**

# PROFESSIONAL EXPERIENCE:

**Sr. Scrum Master/Release Train Engineer – Virtual Networx Inc 06/2022- Till Date**

Scope of project: Mobile Implementation of TIAA’s Financial, Banking, Insurance products suite & associated services.

* Creating the retrospective improvement roadmaps by analyzing all activities and actions that have previously been performed and finding ways to improve each process.
* Facilitating SAFe 5.0 scaled agile implementation for mobile product delivery across multiple agile teams.
* Guiding the scrum team(s) and organization to follow generally accepted Agile/Scrum practices and daily activities to actively promote prioritization, team readiness, and commitment for each Sprint.
* Facilitating the scrum process on scrum teams with significant cross-functional impacts involving project, non-project, or maintenance work. Ensuring all work is tracked in the backlog and accurately balanced across team members.
* Hosting daily team meetings to get updates on the progress of the project, address potential roadblocks and ensure that the project is on track.
* Conducting regular sessions to share updates with product stakeholders on the progress of the project during the ART sync calls.
* Working closely with the Business Analyst to manage development & delivery of Retirement Allocations feature and Digital Registration feature by performing technical feasibility analysis & synthesizing product requirements by translating them into user stories.
* Helping the team to Implement Digital Registration feature for mobile users to enable new user registration on native iOS & Android platforms collaborating with external –API’s, UI (User Interface), QA & multiple product teams.
* Partnering with Product Owners, Program or Project Managers to communicate delivery of work product from the scrum team(s) and escalates key risks and issues impeding scrum team effectiveness.
* Identifying skills & competencies of scrum team members & makes adjustments accordingly to promote development and highly effective teams.
* Communicated with stakeholders, escalate impediments, help manage risk, and drive relentless improvement.
* Escalated impediments, manage risks and help ensure value delivery, and help drive relentless improvement.
* Also took part in the Lean-Agile transformation, coaching leaders, teams, and Scrum Masters in the new processes and mindsets. Helped configure SAFe to the organization’s needs, standardizing and documenting practices.
* Coordinates and eases Scrum ceremonies, managing dependencies for the team, providing visibility into team delivery plans and progress, enabling continuous improvement within the team.
* Responsible for refining the flow of stories and the value delivered by one or more Scrum teams.
* Ensures the impediments are resolved quickly, the team follows their agreed-to processes, and there is a good relationship between the Product Owner and the development team.
* Acts as an Agile Coach, promoting and coaching the Agile mindset and principles, empowering the team to become self-managed and fulfill their cross-functional potential.
* Guides and coaches one or more teams on Scrum practices and develops their understanding of Agile principles.
* Facilitates Scrum ceremonies i.e., Sprint Planning, Daily Scrum, Backlog Refinement, Sprint Demos/Reviews, and Sprint Retrospectives
* In a Scaled Agile model, facilitates scaled planning for the team - e.g., Pre-Planning/ Preparation, PI Planning Events - and represents the team in Scrum of Scrums/ART Syncs.
* Help the team define norms/agreements, like a Definition of Ready and Definition of Done, and enforces the agreements. Ensures the team has a healthy product and Sprint backlog (in collaboration with the PO).
* Responsible for providing status updates and reporting pertaining to ART plans/delivery/timelines/impediments to stakeholders and leadership.
* Facilitating complex business and technical discussions, and meetings
* Recognize and aid with conflict resolution.
* Building partnerships with development managers, technical leads and product managers to ensure clarity on sprint goals, prioritization of work, and maintaining a healthy backlog and shielding team from external distractions to support ability to deliver working product and optimize productivity.
* Communicating across teams internal and external, improving transparency, and predictability
* Aiding team by making proper commitments through story choice, task definition and ability management.

# Glaxo SmithKline, Philadelphia, PA – Accenture Services 08/2021-05/2022 Assoc. Technical Manager

* Partner with Product Owner(s) to ensure continuous refinement of backlog, which may include stories from multiple projects. Serve the Product Owner by partnering on the Product Roadmap, aids in building and maintaining the Product Backlog, and developing a release strategy to maximize the value delivered to the company.
* Facilitate the scrum process on scrum teams with significant cross-functional impacts involving project, non-project, or maintenance work. Ensuring all work is tracked in the backlog and accurately balanced.

across team members. Guide the scrum team(s) and organization to follow generally accepted Agile/Scrum practices and daily activities to actively promote prioritization, team readiness, and commitment for each Sprint.

* Use empirical data to help the team assess their Scrum Maturity, optimize scrum team velocity to organizational KPIs, and identify improvement opportunities to achieve higher levels of team performance.
* Proactively address systemic impediments to team agility and guide the team(s) on methods to escalate when needed to prevent challenges from becoming blockers.
* Coach scrum team(s) to deliver capabilities using agile practices while also following the Software Development Lifecycle, business process mapping, and various release processes as appropriate to ensure all risk, security, and development requirements are met.
* Authoring of Data Migration Report for Data Migration Projects and approvals. Authoring of Data Migration Plan for ArrowHead Data Transfer and approvals.
* Co-ordinating between different teams and stakeholders for ArrowHead and TMF BOT Assessment.
* Leading the team of developers and BA for Ideapoint Integration Project. Daily connect with the team to discuss the status and impediments. Assisting release management team on release related activities.

# Fairfax Malaysia- NTT Data FA Insurance 08/2019 – 07/2021 Sr. Scrum Master

* Lead the scrum team in using Agile methodology and scrum practices.
* Helped the product owner and development team to achieve customer satisfaction.
* Remove impediments and coach the scrum team on removing impediments. Help the scrum and development teams to identify and fill in blanks in the Agile framework.
* Resolve conflicts and issues that occur. Help the scrum team achieve higher levels of scrum maturity.
* Undergone training related to Insurance domain and applied the learnings to the requirements.
* Led the implementation and post-Implementation support of all the products.
* Owning the end-to-end implementation of Workflow using the IntraMart application.
* Travelled to Kuala Lumpur, Malaysia for the F2F understanding and overall implementation of workflow integrated with the core application.
* Proficiently organized and facilitated daily scrum, sprint reviews, retrospectives and release planning. Effectively tracked team’s progress, including burndown, velocity and release forecasting.
* Communicated and collaborated closely with Product owner and the development team in prioritizing the items for Sprint backlog and updating the Product backlog so that it is revised periodically according to Industry standards for the product.
* Strategically planned the releases and Capacity of the team to commit. Strategically dealt with capacity risks, budget risks and knowledge risks.
* Promoted continuous improvement and helped teams in increasing efficiency and facilitating effective and consistent communication within the implementation team to ensure accurate development and deployment. Contribute to product roadmap planning, project scheduling and release management and Monitor and manage dependencies on other teams to remove the roadblocks.

# Rogers Migration (Canada) – Mavenir Systems 08/2018 – 07/2019 Sr. Scrum Master

* Owned the backlog, user stories, prioritization efforts, grooming and other traditional Sprint ceremonies, managing all phases of the project lifecycle.
* Facilitating the scrum process on scrum teams with significant cross-functional impacts involving project, non-project, or maintenance work. Ensuring all work is tracked in the backlog and accurately balanced across team members.
* Managed the scope of work, go-lives, anticipating problems and complications formulating solutions proactively to not delay implementations.
* Distill requirements into well thought out epics, features, and user stories.
* Served as the translation layer between the client, technical implementation analyst and engineering, strategically piece together requirements, needs, objectives into meaningful development tasks.
* Hosting daily team meetings to get updates on the progress of the project, address potential roadblocks and ensure that the project is on track.
* Interact regularly with clients, managing expectations and communicating project progress.
* Manages resource load across the team, matching skill sets to client needs.
* Responsible for communicating escalations to Professional Services leadership with the appropriate sense of urgency.

# Comverse MMSC, Israel- TechMahindra Ltd 07/2015 – 04/2018 Technical Module Lead

* Travelled onsite to Israel for 8 weeks to implement the MMSC-MDS (Message Data Store).
* Experience with transforming organizations from Project delivery to Product Centric to serve customer needs. Strong Experience in Scaled Agile Framework for implementing Agile, Lean, and DevOps practices at scale to achieve business agility and value.
* Experience in creating Value Stream Map to help improve efficiency and effectiveness of processes. Experience in collaborating with teams at individual and Team level to implement and harden agile values, principles, and practices.
* Experience in gaining buy-in and support from stakeholders for effective implementation of agile principles and practices. Ability in using MS Excel, MS Project, MS Word, and MS PowerPoint to create training and communication content.
* Experience with setup, tracking, monitoring flow and reporting in Jira based on Agile SDLC.
* Strong facilitation and communication skills for both technical and non-technical audiences.
* Hands on experience in Scrum & Kanban methodologies including as Scrum/Flow master.
* Experience managing, maintaining, and analyzing data to derive meaningful and actionable insights about the portfolio.
* Demonstrated experience working on multiple priorities and/or projects simultaneously without impact to quality of work.
* Demonstrated experience using effective leadership, interpersonal and conflict resolution skills.
* Experience and technical understanding of branching and environment need for agile development methodology.
* Created training PowerPoint presentations for new-entries and other offshore employees of the organization.
* Coordinating with the implementation team offshore to complete sprints successfully.

# MTNI CCP, Iran- Tecnotree Convergence Ltd 07/2008 – 07/2015 Sr. Software Engineer

* Was responsible for developing Major and Sub modules in the application. Developed the customer care portal and optimized it for mobile application.
* Played an important role in deploying the CR’s. Aid the juniors to fix the issues reported.
* Following up with Customers for User acceptance tests. Taking care of complete deployment of application in production environment onsite.
* Providing post Implementation support. Doing RCA for production issues. Performing requirements analysis.
* Interviewing subject matter experts and client stakeholders to collect the data, variables and custom information to write manuals. Adhering to agile methodology while running sprints.
* Understanding the business case behind a requirement and explaining the same to the implementation team. Explain the requirements to the implementation team so that the delivery solution is in line with the customer’s expectations.
* Travelled onsite to Tehran to gather the requirements on Dealer Portal.
* Gathered requirements and analyzed them to enable accurate documentation on the mobile application. Analysis and Low-level design of modules.
* Development of major modules as a part of quarterly bundled CRs.
* Following up with Customers for User acceptance tests. Taking care of complete deployment of application in production environment onsite.
* Implementation of the project in Client place and Test Support.
* Created and updated SRS, user guides, admin guides, installation guides and platform guides. Creating the low-level Designs, CR documents, Impact analysis, Release Notes, API documents etc.
* Conducted peer review of various documents for technical and editorial accuracy.
* Created interactive videos that explain technical concepts and procedures. Created flow diagrams and illustrations to explain the architecture.