**KRUPALI (Certified Scrum Master)**

 **Phone: E-Mail:** **krupalipatel.21992@gmail.com**

**PROFESSIONAL SUMMARY:**

* **Certified Scrum Master** (CSM) with **7+ Years** of experience and expertise in **Agile/SCRUM, Business Analysis**, and **Project Management**.
* Multi-faceted professional with multiple project implementation experience directing cross-functional & cross-cultural teams.
* Excellent knowledge of industry standard methodologies like **Software Development Life Cycle (SDLC),Agile, Iterative** and **Waterfall**. Involved in all phases from inception to the transition stage.
* MaximizedUsing project management tools like MS-Project for status reporting and planning.
* Highly organized and results and detail oriented with excellent interpersonal, communication and presentation skills. Proven capability of adapting to new and fast-changing technologies.
* Excellent communicator leveraging technical, business, and financial acumen to communicate effectively with clients, vendors, and partners. Proven problem solving and analytical thinking skills, a fast-learning curve, and a can-do attitude to adapt to evolving industry & technology trends.

**TECHNICAL SKILLS:**

**Agile Management:** JIRA, Miro, CA Agile Central (Rally), Azure DevOps, Mural, Planning Poker, Kanban, Flow dock, Confluence, Oracle

**Business Skills:** Change Management, Impact Analysis, JAD Sessions, Interviews, SWOT analysis, Project Planning, Project Scheduling, and Project Budgeting

**Reporting tools / Database:** Tableau Desktop, MS Office Suite, SQL

**Processes:** Agile Process, Requirement Analysis, Acceptance Criteria, Requirements Traceability Matrix (RTM), Work force management

**PROFESSIONAL EXPERIENCE :**

**Client: GAP Inc. (San Francisco, CA) Jan’21— Till Date**

**Position: Scrum Master/Project Manager**

**Responsibilities:**

* Drives and **facilitates all ceremonies from Scrum of Scrum meetings to sprint planning meeting, daily stand-up meetings, backlog refinement, sprint reviews/demo, and leads retrospectives**.
* Creates and manages individual **project boards on JIRA**. Proficient in writing technical projects documents, support requirement decomposition, technical project deliverables, user stories, acceptance criteria and test cases. Guiding the scrum team with estimation technique (Planning poker, Affinity Mapping) and prioritizing user stories.
* **Deliver successfully multiple integration projects on time**, within budget, enhancing client satisfaction and contributing for excellence in **integration services** and involved in various medium and **complex projects from inception to implementation** stages.
* Implementing and formulating Agile best practices and standards to deliver capabilities by following **Software Development Lifecycle (SDLC**). Providing technical coaching to the scrum team making them cross-functional and maximizing the velocity.
* Develops annual roadmap into a project plan with project **estimates LOE’s or ROM,** work plans with milestones, release plans with **CAB (Change Advisory Board**) and mitigation plans to deliver product and features on time and within budget.
* Partners with Product Owner in discovering requirements and documenting the business requirements **through GAP analysis and understanding the existing system**.
* Partners with Product Owner with **product increment (PI) planning, prioritizing user stories** and refining acceptance criteria. Responsible for continuous refinement of product backlogs, managing sequence of backlogs and prioritizing the delivery of work product.
* Experience working with **ATDD, TDD, Continuous Integration**, Continuous Testing, Pairing.

**Client: Walmart Inc (Sunnyvale, CA) Jan’19- Dec’20**

**Position : Scrum Master**

**Responsibilities:**

* Led daily stand-ups and Agile development sprint/iteration planning meetings for multiple projects.
* Collaborate with other scrum masters in resolving impediments, risks, and dependencies.
* Encourage the team to build quality shippable increment that meets product goal by a proactive **impediments and risk resolution techniques.**
* **Fostered effective communication and collaboration techniques** across teams through coaching and team relationship building activities also Assessed team metrics and worked towards innovative and improved new approaches.
* Motivated and coached the team to practice Agile theories and practices as it increases efficiency and timeliness. Stayed up to date with the team’s daily **progress utilizing burndown/burnup metrics.**
* Ensured team had clarity on user story and encouraged a healthy collaboration outside the daily stand-ups timeboxed. Acted as a servant leader for the team.
* Used Jira to create projects **and Jira board during spring/iteration planning** preparation.
* Helped **facilitate PI planning** with the Release Train Engineer and other scrum masters, assisted in preparing the hall and ensured user stories are organized on the Jira board before the meeting commenced to **minimize the RTE workload.**
* Applying change control and configuration management processes &Automated Testing with cross-functional teams.

**Client: Verizon Inc (San Jose, CA) Jun’16--Dec’18**

 **Position: Scrum Master / Business Analyst**

**Responsibilities:**

* **Coordinated with project management and the development group** for review and approval of written specifications.
* Leading scrum meetings and maintaining **JIRA boards both Scrum and Kanban** and sprint retrospective meetings and backlog grooming meetings and collaborated with business owner and team for Sprint planning.
* **Derived improvement of project design and system documentation** in collaboration with subject matter experts and architect team; facilitating process standardization as one of the pillar resources
* Undertaking regular analysis of project metrics aimed at reduction of project cost; performing root cause analysis **and implementing corrective / preventative actions over qualifying incidents and issues observed during implementation.**
* Measured project performance using **appropriate systems, tools, and techniques.**
* Coordinated internal resources and project teams for the flawless execution of projects.
* Reviewed and maintained comprehensive project documentation functional requirements, nonfunctional requirements, test scenarios, acceptance criteria, etc. and **applied change control and configuration management processes.**
* Managed all project milestones, external dependencies and identified risk focusing on driving teams towards commitments in efforts **to limit schedule impacts.**
* Delivered solutions to established and/**or modified business area/management expectations; in**

**terms of functionality/scope, quality, timeframe, and financial constraints**

* Responsible for project management duties like project team structure, staffing the project team, developing and maintaining **the project plan, managing day-to-day work, tracking progress of all tasks, maintaining project accounting and financial results, resolving issues and delivering** regular status reports.

**CERTIFICATE:**

**Certified ScrumMaster (Scrum Alliance)**  **May-2023**

**EDUCATION:**

Post Graduation Diploma in HR, GLS University, Grade-A - **Aug- 2017**

Bachelors in law  **May: 2016**

Bachelor of Business Administration, NRIBA, Gujarat, 70.30% - **May-2013**