**Manju Bhagavathy**

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**Summary:**

* 9 Years of experience with Scrum Master.
* Organize & Coordinate Scrum ceremonies such as Backlog grooming, Daily Scrum, Sprint Review, planning and Retrospective.
* Manage the product backlog grooming, prioritizing the backlog items for development.
* Experience in maintaining the Product Backlog Items and bug defects using JIRA, Rally
* Familiar with Breaking down requirements and writing user stories with acceptance criteria into sizable, small development items.
* Ensures the application of agile frameworks to the development process to increase efficiency of technology related product development or architecture.
* Experienced in analyzing and creating a business and functional requirement utilizing Agile Methodology
* Recommend changes in product, process, and service offering, presents high level benefits of recommendation, and explains the rationale for the selection of alternative solutions.
* Experience working with multiple stake holders such as product owners, UX designers, software developers and quality engineers.
* Experience in all phases of Software Development Life Cycle (SDLC) with expertise in Agile/Scrum and Development Methodologies.

**Technical Skills:**

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| Methodologies | Agile methodologies, Project Management, Release Management, Business Analysis, SDLC, Waterfall, Quality assurance |
| Project Tracking Tools | JIRA, Rally, SharePoint, Version One |
| Languages | SQL, Python, Javascript, C++, Java |
| Office Tools | MS Outlook, MS Office, MS Access |
| Databases | MySQL, SQL Server, Oracle, SSIS, Toad, Cassandra |
| Project Management | MS Outlook, MS Office, MS Access |
| Defect Tracking Tools | JIRA, HP Quality Center, BugZilla, Rally |
| Operating Systems | Windows Variants, UNIX/Linux |

**Education:**

* Master of Business Administration, Indira Gandhi National University (S.T.Hindu College), 2015, Delhi, India.
* Bachelor of Technology in Information Technology, Ponjesly College of Engineering, 2011, Tamil Nādu, India.

**Certifications:**

* CSM Certified Scrum Master Certified SAFe 5 Scrum Master

**Achievements:**

* Presented a paper Filed “A study on Quality of work life balance of employees", at IGNOU university, Delhi.
* Presented a paper Filed, "Unmanned Grounded Vehicle for security applications (Embedded) “at Neona Embedded Labz, Cochin.
* Presented a paper Filed,” Brain Mapped Mobility for Physically Challenged", National Level Technical Symposium held at Vins Christian College of Engineering, Nagercoil.

**Professional Experience**

**Truist Bank, Atlanta, GA Aug 2022 - Till date**

**Scrum Master/Project Manager/Product Owner**

**Projects:** The scope of the project was Data Ingestion and Data Integration.

**Responsibilities:**

* Served us a Scrum Master and Project Manager to lead all Safe Scrum ceremonies like Iteration planning, Iteration Review, Retrospective & Backlog Refinement
* Helped in collaboration of the Developers with other members of the organizations such as Product owners and Stakeholders such that smooth and effective communication takes place between them, and an efficient and desirable product is developed.
* Lead the Scrum Team into healthy conflicts and debates about the strategies and ideas of the product to enhance product quality.
* Also worked in Release Management team which engaged all Production works like creating RFC, Track the changes
* Experience in working as a Scrum Master/Project Manager in AWS Connect platform which enabled as a carrier for data integration and Data ingestion.
* Rally is the tracking tool which depicts all the user stories which are defined, completed, blocked, risk and challenges.
* Took up the role of a Test Manager role for a brief period with off shore team in identifying and reporting defects in Agile management tools like JIRA , Kanban, Rally & ALM
* Utilized kanban board to visualize workflow, controll WIP (work In Progress), identify queue states and eliminate blockers.
* Created an environment for high performing team dynamics, continuous flow, and relentless improvement in a SAFe Agile environment.
* Instilled Agile mindset, SAFe core values and principles in team members by coaching them on agile best practices making sure that team’s abode by agile values, principles, and practices.
* Developed Kanban board that meets the foundational and business roadmap. Setup Kanban board that aligns to infrastructure portfolio of work for diverse teams, including creating queries, setting up filters, creating a new JIRA Projects, creating JIRA workflows and team’s dashboard to support the work of kanban teams.
* Demonstrated the ability to work on various Agile projects while overseeing Scrum and Kanban teams to establish new processes and approaches inorder to work effectively together on work in progress.
* Work with Kanban teams to improve cycle and lead times and in maintaining focus for continuous delivery.
* Clarified and defined roles and responsibilities in cross functional teams working on the project using RACI Chart
* Involved in planning automation testing to validate functionality of software and ensure it meets requirement before being released into production.
* Participated in maturity assessment of 3 Projects and introduced recommendations that were approved by higher level management
* Ensured that 100% of inter team risks, impediments and blockers were identified, communicated, and resolved.
* Coached the team and other stakeholders to an effective Agile interaction and ensured that Scrum best practices are followed implicitly.
* Experienced in conducting well-Framed stand-up meetings which is one of KPI. This KPI tracks and measure ability to define clear roles and responsibilities to strengthen accountability metrics.
* Involved in detailed project road map, project baselines and monitoring the development progress throughout each sprint to ensure project was within scope and budget, also taking care of the Resource Forecasting, capacity planning to ensure efficient resource utilization and availability, track milestone and project health monitoring.

**Molina Healthcare Inc, Remote Jan 2019 – Jul 2022**

**Scrum Master**

**Projects:** The scope of the project was Acquisition project and a data migrant.

**Responsibilities:**

* Served as a Scrum Master and supported Product Manager. Managed the product feature backlog prioritized Epics, User Stories and Features and implemented key tasks into the release.
* Understood mobile app requirements and ensured the design satisfied the application.
* Developed project management, release plans, and business analysis deliverables.
* Collaborates with business partners, architects, product owners and engineers to understand their problems and goals.
* Worked with Product Owner and Implementing Team members to learn and practice healthy backlog refinement and prioritization practices and supported its execution and improvement.
* Proactively provide agile and process consultancy to stakeholders throughout the full development lifecycle.
* Planed, prioritized, and iterated teams work with ease by monitoring Jira Software. Gained real-Time, actionable insights into how team was performing sprint over sprint.
* Took up the role of a Test Manager role for a brief period with off shore team in identifying and reporting defects in Agile management tools like JIRA ,Rally & ALM
* Involved in planning automation testing to validating functionality of software and ensure it meets requirement before being released into production
* Built dashboards that tracked project status, house custom reports, and monitored team progress.
* With Jira ensured customizable workflow design and dashboard was adopted according to the requirements
* Managed dependencies between other scrum teams, and offshore coordination
* Facilitated Sprint Planning, Daily Stand-up, Sprint Review, Product Backlog Refinement and Sprint Retrospective meetings.
* Introduced and encouraged team to explore healthy Agile/Scrum development practices, focused on quality and technical excellence, predictable delivery, automation, and continuous delivery.
* Amended planning workshops and facilitated system demo, inspect, and adapt workshops for future PIs and Release Management meetings.
* Helped the team to write and split User stories and breakdown Epics.
* Used Jira to maintain product & sprint backlog, create and track user stories, track and manage sprints, create Scrum boards.
* Participated in Steer committee review meetings with Leadership.
* Assist teams in achieving commitments by building a trusting and safe environment where problems can be raised, with a client on problem-solving.
* Worked closely with Cross functional to analyze the Business Requirements, Business Technical Specifications.
* Directed and supported resources for the performance of project assignments and activities throughout the software development life cycle (SDLC).

**Macy’s, Atlanta, GA Jun 2016 – Dec 2018**

**Scrum Master**

**Project:** The project focused on revamping the Macys websites and on enhancing the ecommerce engine. Other modifications and enrichments included site search, zoom features and optimization of its shopping lifecycle. The ECommerce Enhancement project is a Hybrid driven project that adds and incorporates new business rules to the web-based E-Commerce Application.

**Responsibilities:**

* Served as a Scrum Master and lead backlog grooming, sprint planning, daily scrums, and sprint retrospectives.
* Tracked Velocity, Capacity planning, Burn Down Charts at the daily, iteration, release and project level.
* Act as the primary point of contact for all project delivery activities for various stakeholders (Product Management, Business, PMO, DEV, Engineering, etc.)
* Lead Project Management process between Onshore/Offshore
* Organize and coordinate project meetings with stakeholders, prepare agendas, kick off, Presentations meeting minutes, change documentation and updates to project plan. Used MS Project tool for dashboards and monitor the milestones throughout the project life cycle.
* Leading and conducting the Program Portfolio meetings with various Program Managers to understand the latest status updates for the programs and projects. Ensured that business value standards adopted as per the build-release schedule.
* Created detailed project road map, project baselines and monitored the development progress throughout each sprint to ensure project was within scope and budget, also taking care of the Resource Forecasting, capacity planning to ensure efficient resource utilization and availability, track milestone and project health monitoring.
* Created and owned total Project/ Business Analysis tasks and deliverables. Produced BRD from initial stage of Project Scope and Vision Documentation, assumptions, risks, requirements documentation, requirements gathering, forming High Level Requirements to changing them into Product Backlog with workable size of User Stories, writing/ helping to write Test Cases and Test Scripts, creating Requirement Traceability Matrix.
* Ensured Client requirement delivery with appropriate detailed tracking for timely completion of all milestones and deliverables.
* Hosting daily stands up scrum calls on daily basis for defect burn down, track/follow up for test execution progress & share the status with client/vendor leadership.
* Performed gap analysis AS -IS TO BE and Documented using SharePoint the information and content across projects.
* Facilitate post implementation project reviews of lessons learned back into policies, procedures, and the in-house knowledge base.
* Worked on Jira ticketing system and for user request solutions to bugs and system enhancement requests and requirement traceability matrix.
* Reviewed daily/weekly work schedule with key stakeholders ensured project milestones and objectives are met for both internal and client projects. Interfaced with Sales group for lead generation and sales prospect products Demos.

**Reliant, India Jan 2015 to May 2016**

**Scrum Master**

**Responsibilities:**

* Implementation of Agile and Lean concepts, practices, and values.
* Facilitates scrum cadence (e.g., retrospective, daily stand-ups, and show-and-tell meetings) to encourage collaboration, communication and feedback within the team; promotes a learning culture on the line and challenges the line to be innovative.
* Collaborates with the stakeholders to create transparency into the line activities and progress through appropriate tools.
* Monitors line progress using historical data, observations, and experiences to achieve iteration goals and commitments; leads the line to deliver high-quality solutions.
* Identifies any risks and issues that might have an impact on delivery; facilitates a mitigation strategy for risks that affect the line.
* Ensures the line has everything needed to plan and execute the next sprint of work.
* Works closely with Business Application Owner and/or Application Owner to prioritize the backlog to maximize value.
* Managed allocation to various projects using Clarity Project Management tool.
* Generated variance report based on the actual and forecast estimate hours allocated to the project.
* Managed VMS (Visual Management System) boards for current work progress tracking.
* Continuously improves software delivery capabilities by identifying industry standards, adopting Nationwide Agile Practices, collaborating, and coaching across lines.
* Collaborates, as part of release planning, with operations to deliver software in stable environments more often enables automated engineering practices to improve quality, productivity, efficiency and consistency of processes and product recommended experiences.
* Helps the team understand the need for clear and concise Product Backlog items.
* Generated iteration and release matrices.
* Ensures build-to-run transition and warranty support activities occur.
* Collaborating with the line leads to provide impact to the line in the areas of analysis, design, development, and testing, and ensures that best practices are leveraged.
* Collaborates with stakeholders to manage demand and capacity.