**SAI SATEESH DARA -** [(24) Sai Sateesh Dara | LinkedIn](https://www.linkedin.com/in/saisateeshdara/)

**Lead Scrum Master**

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# PROFESSIONAL SUMMARY

* Nineteen (19) plus years of overall IT experience
* Over ten (10) years of experience of product delivery in Agile environment.
* Practiced both Scrum and Scaled Agile Framework (SAFe).
* Adept in Servant Leadership, Iteration management, Incident Management, Conflict management, Client relationship management etc.
* Stood up 5 Offshore teams and 2 Onshore teams and implemented Scrum from the Scratch.
* Implemented Scrum from Sprint Zero and delivered the MVP.
* Transformed Team Lead driven teams to Scrum Teams – Client: 7-11, Irving, TX.
* Through Coaching, Mentoring and the removal of impediments, I played an active role in the day-to-day management and assisted the team in the successful release of a product.
* Helped the team and stakeholders adopt best practices of the Scrum Framework.
* Facilitated and encouraged the team to inspect and adapt every day and every sprint.
* Managed L1, L2, L3 and operations teams for a long time. Reduced the count of incidents to 25% in a year.
* Have 10 years of Mainframe Development experience in technologies like PLI, COBOL, JCL, DB2, Netstyr, Gemini. Worked as a Mainframe team Manager.

**CERTIFICATIONS:**

* Google Certified Agile Project Manager – July 2024
* SSM - SAFe Scrum Master - Dec 2022
* SA - Scaled Agilist – Dec 2020
* CAC - Certified Agile Coach - Nov 2020
* CSM - Certified Scrum Master - July 28, 2017
* AWS Certified Solutions Architect – Associate – June 2018
* ITIL – Information Technology Infrastructure Library – April 2015

**TECHNICAL SKILLS:**

**Programming Skills** COBOL, PLI, JCL, Netstyr, Jemini.

**Databases** DB2

**Project Management** Agile, Waterfall, SAFe, Scrum, Kanban, Jira, service Now, RTC, RDZ.

# PROFESSIONAL EXPERIENCE

# ServiceNow, Remote, CA April 2022 – Present

# Role: SAFe Scrum Master / Program Manager

* Work as a SAFe Scrum Master for two teams in the same CPQ Program. One team has 25 members and the other has 8 members.
* Each program has 12 teams working on the same PI Goal.
* Following up with the POs and Functional Leads to have enough stories written, groomed, sized and prioritized for the PI.
* Facilitate Scrum Ceremonies - Scrum Calls, Sprint Reviews, Retrospectives, and backlog refinement Meetings.
* Scrum master for multiple software development and operations and maintenance projects and use agile software development methodology.
* Guide and coach, the scrum team on how to use agile practices and principles.
* Guide and coach other scrum masters.
* Resolve team and cross-functional team impediments and escalate as needed.
* Work closely with the Product Owner, stakeholders, and scrum team daily.
* Present and provide regular project updates to leadership and stakeholders on status, risks, mitigation, etc. in both written and verbal communications.
* Manage the project schedule and roadmap. Used Service Now as the Iteration management tool.
* Follow up with the Dev, QA and PO to complete the sprint deliverables.
* Follow up with other teams to remove external and internal impediments.
* Work with the Dev and QA Mangers to get enough capacity for the Release.
* Create and Manage E2E and UAT testing cycles. Drive through approvals from Business.

## Seven Eleven, Remote March 2020 – April 2022

## Role: Lead Scrum Master / Incident Team Manager

* Implementing Scrum in the Data Lake and Mainframe teams.
* Coach the teams with Scrum Framework, help the team to become self-organized and self-managed.
* Mentoring two Onshore Scrum Masters and two Offshore Scrum Masters.
* Facilitate Scrum Of Scrum ceremony.
* Managed PROD support team (both offshore and onshore). Reduced the count of PROD incidents to 25% in a year.
* Gather requirement from different product teams and distribute among Date Lake teams.
* Transforming Lead driven teams to Scrum Teams.
* Serving highly skilled teams which include members from IIT and NITs.
* Facilitate Scrum Calls, Sprint Reviews, Retrospectives and backlog refinement ceremonies. Used JIRA as the Iteration management tool.
* Help teams to remove external and internal impediments.
* Mediating through conflicts with other scrum teams and product owners by being motivational, enthusiastic, & flexible.
* Engage continuously with teams and product owners on how to increase speed to market, optimize
* quality through technical excellence while remaining flexible in managing uncertainty.
* Publish the sprint metrics after the completion of each sprint and have a sprint metrics meeting when the delivery is not as expected.

## BCBS, Chicago July 2018 – March 2020

## Role: Lead Scrum Master

* Scrum Master for Cross Functional SEED Team in US.
* Following a customized version of SAFE. We followed Release planning, each release has 6 sprints like we have in PI(SAFE).
* Development project started from Sprint Zero with one onsite team and grown into 6 teams (1 Onsite and 5 Offshore) in 13 months.
* Development Project which will replace the existing BlueCap application which is developed in Mainframes technologies like COBOL, JCL, DB2, CICS.
* Experience in establishing Scrum in completely new teams.
* Leading five 5 Offshore Scrum Masters.
* Responsible for the healthy backlog for 6 teams(UI/UX, Java Microservices, Talend, Tableau).
* Works with App Arch to create Technical tasks for Leads, for the next sprint.
* Facilitates all the Scrum meetings. Used JIRA as the Iteration management tool.
* POC for the Project team, upstream and downstream product teams.
* Help the App Architect in onboarding new team members. Facilitate interviews.
* Coach the team with Scrum Methodology, help the team to become self-organized and self-managed.
* Environment: JIRA, MS Office, DATA Lake, Java, Angular, Drools, Tableau, Kafka, SAFT, Talend, Tableau, Pivotal cloud Foundry, COBOL, JCL, DB2, CICS.

## Danske Bank and ITC Infotech Bangalore, India Feb 2011 – Mar 2018

## Role: Mainframe Lead, Team Manager, Scrum Master

* Kanban lead and Scrum Master.
* Worked in Development, Maintenance and Operations Teams.
* Managed Operations teams.
* Upgraded the PLI Compiler from Version 4.5 to 5.
* Moved the Source code from Librarian and Endevor to RTC for Entire Bank.
* Developed applications from the Scratch in Mainframe Technologies like PLI, JCL, DB2, NETSTYR (home grown technology), Gemini (home grown technology)
* Incrementally delivered the Product Backlog every two (2) weeks, with at least 90% Sprint Backlog

delivered every sprint.

* Ensured daily Stand up call is completed with actionable steps planned/taken to address issues/risks.
* Scheduled and facilitated the scrum process (daily stand-ups, sprint planning, backlog grooming, sprint reviews & retrospectives)
* Coordinated delivery of code releases and shared APIs with other IT groups.
* Used JIRA and RTS as the Iteration management tools.
* Environment: IBM RTC, PLI, JCL, COBOL, J2EE, Maven, Dot net, Kanban, DB2, SNOW, Gemini, JIRA, Netstyr.

## United Health Group through Cognizant, Hyderabad India Nov 2009 – Feb 2011

## Role: Mainframe Lead Developer

* Mainframe Technical Lead for a team of 8 members.
* Was responsible for analyzing, making code changes, unit testing, regression testing, Integration testing and deployment of code to the PROD.
* Environment: Waterfall, XGEN, COBOL, JCL, DB2.

## Arcelor Mittal through Satyam Computers, Belgium Feb 2008 – Nov 2009

## Role: Mainframe PLI Developer

* Onsite Co Ordinator and team lead for a Mainframe team
* Was responsible for getting Knowledge and transitioning the same to the offshore team
* Was responsible for end-to-end work delivery.
* Environment: Waterfall, PLI, COBOL, JCL, DB2, Bugzilla.

## Kroger through SQL STAR Infotech, Hyderabad India Apr 2007 – Dec 2007

## Role: Mainframe PLI Developer

* Worked as a developer in the maintenance team
* Was responsible for analyzing, making code changes, unit testing, regression testing, Integration testing and deployment of code to the PROD.
* Environment: Waterfall, PLI, COBOL, JCL, DB2

## Royal Bank of Canada through iGATE, Hyderabad India Mar 2005 – Apr 2007

## Role: Mainframe COBOL Developer

* Was responsible for creating the SAD(System Appreciation Document).
* Was responsible for analyzing, making code changes, unit testing, regression testing, Integration testing and deployment of code to the PROD.
* Environment: Waterfall, COBOL, JCL, DB2

# EDUCATION:

**Master of Sciences (Information Systems),** Hyderabad, Osmania University  **Jun 2001 – Aug 2003**

**Bachelor of Computer Applications,** Mahbubnagar, Osmania University  **Mar 1998 – Apr 2001**