## SHRUTI

832-500-5660

shahistan@domainexpertsgroup.com

Houston, TX 77083

## PROFESSIONAL PROFILE

Successfully applied agile methodologies while managing cross-functional teams to oversee project scope and timelines for over 6 years. Skilled in using scrum techniques and artifacts like user stories, backlog refinement, and CI/CD. Proven ability to facilitate agile ceremonies and implement scrum framework to improve team collaboration, productivity, and deliver projects on-time and within budget. Strong communicator and problem-solver with a track record of leading high-performing teams and delivering exceptional results.

**EXPERIENCE**

**NBC Universal**

Lead Scrum Master (May 2022 – Dec 2023)

* Lead the Agile-Scrum planning process, help in prioritizing the work that needs to be done against team capacity, created user stories using impact mapping and drove backlog refinement meetings and Product backlog items maintenance
* Collaborated with the Product Owners to define the roadmap for Agent Portal and translated this into SEPIC, EPIC, User

stories in JIRA

* Successfully delivered 20 Sprints and 10 releases for Film Analytics Team in JIRA using agile delivery model
* Implemented agile methodologies and streamlined development processes, reducing the average project delivery time by 20% and increasing team productivity by 25% over a one-year period.
* Co-ordinated with different dependent workstreams to understand and bring solution to building the requirement
* Removed any roadblocks or impediments that might hinder team’s velocity and protect the team from outside interference/disturbances

**AIG Corporation**

Scrum Master (Jan 2019-May 2022)

* Improved team velocity 20% by incorporating team capacity planning into bi-weekly sprint planning sessions
* Conducted sprint retrospectives using various unique, fun filled and interesting techniques/tools and managed actions items from retrospectives
* Build and manage Key performance indicators (KPI) for project, program, and product
* Applied Agile methods and processes to promote a disciplined and transparent project management process.
* Directed and lead development team from project initiation through delivery of final product.

## Technology Analyst Program – Product Manager (Jun 2016-Dec 2018)

* Created and maintained the solution vision, roadmap, and backlog of work through the project's life cycle.
* Articulated product vision and user stories in a way clearly understandable to development teams.
* Created Sprint Release Plans with input from development teams.
* Conducted root cause analysis to identify product defects and create solutions
* Brought innovative ideas and features to the table continually to improve products.

**ABC Travels**

Business Analyst (May 2015-Jun 2016)

* Conducted research, analyzed business operations, and problem solved operating inefficiencies, saving company a combined 60-man hours a month.
* Managed a project to implement a new management system, resulting in a 20% increase in revenue.
* Developed a roadmap for short and long-term work, manage prioritization, and monitor the work to meet objectives.

## SMALL PROJECTS

Global Women in Technology (GWIT) – AIG (Feb 2018-Jan 2020)

* Contributed innovative ideas in group meetings on Cyber Security, Database, Ted Talk videos, and book club discussions.
* Introduced and trained over 15 employees for elevator pitch to better prepare them for upcoming Employee Resource Group Fair.

TAP Horizon Challenge Project - AIG (Apr 2018-Aug 2019)

* Collaborated with group of 10 people to brainstorm and research innovative insurance-related products AIG could potentially sell.
* Led monthly team meetings to align teammates applicable project tasks and deliver the project in time.
* Designed life insurance mobile application mockups using Protoshare software.

Vallabh Vidya Mandir (VVM) at VPSS Temple – Teacher (Sep 2015 – Dec 2016)

* Educated more than 15 Pre-K children on a weekly basis about Hinduism by increasing their proficiency in reading, writing, and understanding English and Gujarati.
* Formulated daily lesson plans by integrating various activities for students.

**EDUCATION**

**C.T. Bauer College of Business,** University of Houston

* **Bachelor of Business Administration in Management Information Systems (**Dec 2016)

GPA: 3.88/4|Summa Cum Laude Honors

**CERTIFICATIONS**

Certified Scrum Master (In Progress)

Ted Bauer Leadership Certificate (May 2016)

Corporate Entrepreneurship Certificate (Dec 2015)

**TECHNICAL SKILLS**

* Technical skills (Agile/Scrum, Java, React JavaScript, Structured Query Language, Excel, Cascading Style Sheets, HTML, beginner level Python)
* Applications (JIRA, ServiceNow, Confluence, SharePoint, Power BI, Tableau, MicroStrategy, Snowflake, Structured Query Language (SQL), GitHub, Visual Studio, Adobe Experience Manager (AEM), Project and portfolio management center (PPM), Systems Application and Products in Data Processing (SAP), Microsoft Visio, Microsoft Teams, Microsoft Forms, etc.)