

Ramya Srinivasan

Senior Scrum Master

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(RECRUITER NAME)

(DATE)

Dear (RECRUITER NAME),

Having seen your advertisement for the position of Job Title, I am writing to outline my extensive experience and successful track record within my 17 years of professional experience.

I have gained rich experience in managing and motivating Agile Project groups in order to complete tasks in a timely manner and deliver a high level of performance, which I believe shall make a very significant contribution to this role.

As a highly skilled and successful Scrum Master with key experience in delivering project needs on time and within the agreed acceptance criteria, I possess a wide range of knowledge and experience that will allow me to contribute toward the success of your company. I thrive on challenges and have a proven ability to successfully execute project plans, manage process details and complete tasks in a timely, efficient and safe manner.

I also have a strong commitment in enriching my knowledge base. I remain on the pursuit of keeping myself equipped with the much needed certifications to progress further in my career. Academically, I have a Bachelor's in Information Science and Engineering coupled with certifications as a qualified Scrum Master and ISTQB Engineer.

I am dedicated and enthusiastic about keeping up to date with the latest innovations. I have the ability to work unsupervised and hold advanced interpersonal skills that also contribute to making me both a good team leader as well as an effective member.

In my current role with Infosys Technologies Private Limited, where I work in the capacity of Scrum Master, I have been playing an instrumental role in developing and implementing a focused, efficient and effective scrum development framework. Notable accomplishments within this role that I've built solid scrum team capable of solving complex software design issues

My core competencies include, but do not limit to, the following:

- Excelling in current position, developing project scope and milestones using project management software, use case, test case, etc., and motivating the team to complete projects ahead of schedule on a regular basis
- Leading scrum sprints using the core tenets of the scrum framework
- Facilitating communication between scrum team and product owner on a regular basis

Backed with insightful and diverse experience, and a strong desire towards continuous learning, I am confident that I will not just add value to this position, but ultimately your organization.

I would welcome the opportunity to discuss the position further, and trust that my resume will best outline my major achievements.

In addition to the skills listed, I also have an excellent work ethic, personality and a tenacious attitude.

Yours Sincerely,
Ramya Srinivasan

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Summary

A Certified Scrum Master and ISTQB Engineer holding an overall experience of 17 years in software development, software testing, quality assurance, business analysis, and agile project management. Accomplished professional capable of delivering large-scale software and web development projects on time and on budget by effectively collaborating, facilitating, leading and coaching multiple Scrum teams. Sound knowledge in implementation and execution of waterfall methods/agile frameworks like Scrum and Kanban. Adept at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-management.

Deft at providing resolution to program issues, dealing with resource constraints, and managing intra-team timing challenges and dependencies. Able to apply expert judgment for the removal of impediments, keep the teams focused and deliver success in rapidly evolving and dynamic environments. Strong understanding of the software development lifecycle, familiarity with agile software development tools and the ability to adapt quickly to new technologies and to change business requirements. Highly knowledgeable and skilled at tools/applications such as Siebel, Quality Center, JIRA, Test Director and Rational Clear Quest.

Areas of Critical Impact

- Program Management: Conceptualize and execute program vision from start to finish, managing complex milestones while adapting to changes and shifting priorities
- Execute successful delivery: Develop strategic initiatives to improve systems, processes, bottom-line results, and a successful delivery
- Agile Project Management: Specialized in all aspects of Agile development through Scrum practices
- DevOps: Recognized for implementing DevOps practices, combining and information-technology operations which aims to shorten the systems development life cycle and provide continuous delivery with high software quality using Jenkins and Scrum/Agile/waterfall methodologies
- Quality Assurance: Strong understanding of QA principles, QA process, use cases, and software development life cycle (SDLC)
- Client Leadership: Manage large-scale client programs focused on business growth, technology advancement and process improvement
- Team Leadership: Built and managed talented teams of business analysts, programmers, developers and other specialists

Technical Skills

Operating Systems:

- Windows XP Professional/NT, Mac OS X 10.6 and UNIX

Testing Tools:

- Mercury Tools, Soap UI, Jira, Win Runner, Quick Test pro, Load Runner, Rational Tools and Test Director.

Reporting Tools:

- RTC, Jira 2, Jira 3, Rally, HP Quality Center 9.2, Rational Clear Quest, Testlink, Bugzilla, ChangeSynergy, Clarify and Test Central.

Core Skills

- Requirement Analysis
- Requirement Gathering
- Documentation
- Design & Architecture
- SCRUM Framework
- Agile Development
- Test Driven Development
- Behavioral Driven Development
- DevOps
- Continuous Integration
- Test Automation

Signature Skills

- Waterfall/Agile Methodologies
- QA
- GUIs and CRM application
- SDLC
- GUIs and CRM application
- SDLC
- Software Testing (GUI Testing, Regression Testing, and User Acceptance Testing)

Academics

- Bachelor of Engineering in Information Science and Engineering, Visveswaraya Technological University, Bangalore, India | Jul 2003

Certifications

- Certified ISTQB Engineer | Oct 2006
- Certified Scrum Master | Jan 2018

Work Experience

April 2018 - Present | Scrum Master/ Release Train Engineer
Infosys Technologies Private Limited, (Location)



Roles:

- Facilitating the daily scrum, sprint planning, sprint demo, and retrospective meeting
- Resolving conflicts by focusing on scrum values of openness, honesty, and respect
- Forecasting the number of deliverables possible in an iteration based on evidence
- Maintaining a close working relationship with the product owner, and stake holders
- Managing the scrum process with the coordination of scrum team in Agile methodology
- Keeping the team focused on daily and iteration goals and assisting for the achievement with respect to quality, flow and velocity
- Assisting the product owner to make the product backlogs in good shape and make them ready for the next sprint
- Keeping the organization, particularly the project's stakeholders, up to date on the progress of the scrum team's projects

January 2017 - October 2017 | Sr QA Lead II (QA Manager)
BC Forward, Charlotte, NC



Roles:

- Lead daily scrums, and assisted the team to move toward the full Agile framework, including user story creation, release planning, backlog estimation, sprint planning, stand-ups, retrospectives, and sprint reviews for Agile projects
- Responsible for identifying and driving process improvement solutions to increase accuracy, compliance, efficiency, timeliness and improved customer service
- Ensured scope, goals, milestones, budget, risk, status, change requests and critical issues are effectively communicated
- Performed the complete system life cycle using the Agile Scrum Methodology phases from project initiation, analysis and requirements, design, coding, testing and implementation
- Communicated stories for the upcoming sprint to the product owner and stakeholders and supported the product owner and delivery leader in updating critical path analysis charts
- Facilitated retrospective meetings at the end of each sprint/project and ensured highest priority retrospective points are followed up on and closed out
- Ensured that the team follows the testing standards, guidelines, and testing methodology as specified in the testing approach

March 2016 - August 2016 | Senior QA Lead
TekSystems, Charlotte, NC



Roles:

- Coordinated with clients to identify business requirements, evaluated and translated these into technical specifications and Use Cases in an Agile environment
- Worked with users and developers to document and support SDLC methodology in transition of IT requests to project fulfillment
- Performed requirements gathering and analysis to include current system documentation, business modeling methods, business process, rules and logic, data gathering to solve complex issues, and key analytical troubleshooting
- Lead requirements, process, and general discussion meetings and provided project readouts to business stakeholders at all levels including executive leadership
- Worked on understanding business requirements and designing the BRDs for the complete multi release program
- Conducted QA meetings to review all the issues identified by QA team and provided workaround wherever needed to skip major changes and yet keeping the business requirements fulfilled
- Reviewed data model of the program to ensure scalability of the system for the future release

November 2013 - February 2016 | Sr Principal Consultant QA
NTT Data Inc, Charlotte NC



Roles:

- Facilitated the team's progress in achieving their commitments through issue, risk and dependency management
- Acted as liaison between product owner, stakeholders and scrum team members to identify business value, user requirements and their prioritization
- Provided sprint metrics on capacity, velocity, sprint burn-down and other reports as may be defined by scrum teams
- Prepared estimations for testing effort, test plans and test cases based on functional specifications in accordance with Agile principles such as sprint planning, calculating velocity of the team, etc
- Responsible for the installation/ troubleshooting of Mobile labs/Sauce labs while system and environment are down and ensuring that Android, iPhone, and iPad are allotted for browser compatibility testing
- Handled test case creation & maintenance, and report generation activities
- Used ALM Quality Center to report defects, and gave proper closure to those defects

Project Annexure

Company	Infosys Technologies Private Limited
Client	Bank of America
Position	Scrum Master
Project	unMDM
Duration	Apr 2018 – Present
Description	To achieve the same functionality of MDM using the webservices APIs. The plan is to achieve this in 2 phases and the team has completed the phase 1 and we are currently developing the phase 2 APIs
Environment	MS Office, JIRA3, splunk, putty, HP Quality Center ALM 12, SOAP UI, DB2UI
Company	BC Forward, Charlotte, NC
Client	Duke Energy
Position	Scrum Master/Program QA Manager
Project	ACW - Asset Change Workflow
Duration	Jan 2017 – Oct 2017
Description	NERC CIP Tools team's one of the most important area is ACW. Tools used to manage their asset data and its integration with several workflows across Business area is the goal of the project
Environment	Archer 6.2, HP Quality Center ALM, SOAP UI, MS Office, Hexawaris, JIRA
Company	TekSystems, Charlotte, NC
Client	Bank of America
Position	Project Co-Ordinator/Sr. Business Analyst QA
Project	LEO – Legal Entity Onboarding
Duration	Mar 2016 – Aug 2016
Description	LEO (Legal Entity On-boarding) is a client on-boarding tool initiative with very high visibility. The goal of the project is to build a common cost-effective infrastructure (workflow, rules, and data storage) for on-boarding clients to capture AML/KYC. The application caters to 26 Countries/Jurisdictions in 4 lines of businesses – Global Markets, Corporate Banking, Commercial Banking, and Investment Banking in almost all the geographic areas where Bank of America has a presence.
Environment	Toad 9.1, Oracle 10g, HP Quality Center ALM, SOAP UI, MS Office, cucumber using Jenkins feature files
Company	NTT Data Inc, Charlotte NC
Client	TIAA-CREF
Position	Scrum Master QA/ QA Lead
Project	FAPs, Fee management, PRR, MTM
Duration	Nov 2013 – Dec 2015
Description	FAP: To allow foreign address participants to transact on mutual funds based on new rules defined for the same Fee Management: To enhance volume of plans on demand and customer experience along with processing frequency across multiple backend and UI PRR: To calculate Personal rate of return once the month end balance is positive MTM: To enable transfer of funds from many funds to many funds
Environment	HP Application Lifecycle Management 11.52, My TC, IFA, Transaction Portal, Windows NT/2000/XP, Chrome 47, Firefox 38, IE 9 and IE 11 browsers Sauce labs and Mobile Labs.
Company	NTT Data Inc, Charlotte NC
Client	TIAA-CREF
Position	QA Coordinator
Project	Plan Merger
Duration	Sep 2012 – Dec 2012
Description	To consolidate multiple Omni Plus plans into as few plans as possible and to move all contracts and active loans to the new plan. In addition, new requests to consolidate plans may be received in the future. A new process is built that will move any accumulations in fund 98 and deemed distributed loans to the new plan
Environment	Omni Station 5.8, DISCO 6.0, Transaction Portal, IWC, Plan Analyzer, Teradata 13.1, Windows NT/2000/XP, HP Quality Center

Company	NTT Data Inc, Charlotte NC
Client	TIAA-CREF
Position	QA Co-ordinator/Scrum Master
Project	WEB LOGIC UPGRADE
Duration	May 2012 – Aug 2012
Description	To upgrade the weblogic servers from 8.0 to 11.0. This resulted in changing so many components for various applications like DISCO, Siebel and a lot of functionalities which were utilizing the WebLogic servers' components for the above-mentioned applications. Few of the impacted applications which were involved were 30-day Confirmation letters, Mutual Funds, ACES, NPIN generation under Siebel alone. One of the other impacted application due to this upgrade was CONTACT
Environment	DISCO 6.0, CONTACT, EXPAG, Siebel, SQL Assistant, Teradata 13.1, Windows NT/2000/XP, HP Quality Center
Company	US Tech Solutions, Jersey City, NJ
Client	Bank of America
Position	Test Lead
Project	CANW Account Number Conversion, Management of cases – AML Fircosoft
Duration	Nov 2010 – Feb 2012
Description	To design an application that generated a “Suspicious Activity Report” (SAR). This application allows the internal monitoring teams to identify the suspicious activity by associates or customers and report them to Financial Crimes Enforcement Network (FinCEN)
Environment	Windows NT/2000/XP, HP Quality Center
Company	US Tech Solutions, Jersey City, NJ
Client	Comcast Cable
Position	QA Engineer
Project	Xfinity Remote Tune
Duration	May 2010 – Nov 2010
Description	To design an application specifically for Apple’s IPAD/IPHONE/Android. The “App” enables users to interface with their STBs
Environment	Apple iTunes, Mac OS X 10.6 Snow Leopard, Android, Windows NT/2000/XP, QuickTime X, HP Quality Center
Company	US Tech Solutions, Jersey City, NJ
Client	Comcast Cable
Position	QA Engineer
Project	Remote Digital Video Recording and Universal Caller ID
Duration	Jun 2009 – May 2010
Description	To initiate Web based registration for single or multi DVR homes for single or series recordings through the STB. The Caller-Id project focused on routing the call initiated through landline or mobile phones (mobile testing iOS/Android) via phone numbers of the caller displayed on the TV/PC.
Environment	Windows 2000, WinRunner, LoadRunner, Quality Center, PLSQL, UNIX, QTP, Oracle 9i, SIP, VoIP, XML, HTML, Putty, BACC
Company	US Tech Solutions, Jersey City, NJ
Client	Time Warner Cable
Position	QA Engineer
Project	OCAP Digital Navigator
Duration	Mar 2008 – Feb 2009
Description	To test different features of the ODN application over various platforms with different cablecard and OS versions. Some of the ODN application features included Parental Control, Mobile testing for caller-id feature, Digital Video Recording, Pay-Per-View, Picture-in-Picture, Time Shifting Buffer and Video on Demand features.
Environment	Windows 2000, Win Runner, Load Runner, Quality Center, PLSQL, UNIX, QTP, Oracle 9i, SIP, VoIP, XML, HTML, Putty, Java.

Company	US Tech Solutions, Jersey City, NJ
Client	Sea Change International
Position	Test Lead
Project	VOD portals/Branding
Duration	Dec 2007 – Mar 2008
Description	To create brandings for VOD portals for clients worldwide. This includes working on ITV Axioms of Motorola and Scientific Atlanta which includes Asset Manager, Master Directory Server and Seadac while doing branding tests for various VOD portals for customers like Cablemas, Rogers, COX, Comcast etc
Environment	Windows 2000, Jira, Test Director, VLPS, ITV Axioms, AM, MDS, SeaDAC, VLMM, FE, EM
Company	Innominds Software, Hyderabad, IN
Client	Motorola India Pvt. Ltd
Position	Test Lead
Project	ICEBOX/MoCA/Multiroom DVR and Caller ID
Duration	Feb 2007 – Nov 2007
Description	To enable customers to enjoy DVR recorded content seamlessly throughout the household on any home network compatible non-DVR STB. The Caller-Id project focused on displaying the phone number of the caller on the TV/PC initiated through landline or mobile phones/Iphone/Android.
Environment	Windows 2000, MySQL front, QTP, UNIX, Load Runner, Test Central, IQmen, WinRunner, QTP, Oracle 9i, SIP, VoIP, XML, HTML, Putty
Company	NDS Ltd, Bangalore, IN
Client	NDS PayTV Services India Ltd
Position	Test Lead
Project	COMBO CSAT HD, G2 Pilotime, Space TV, SKYItalia
Duration	Apr 2004 – Feb 2007
Environment	Windows 2000, Java, UNIX, Test Director, ACC BCC simulators, SBI, Media Pilote, Bugzilla, IEX, VB scripting, NDS Scheduler
Company	Convergys, Bangalore, IN
Position	Technical Support Officer
Project	Microsoft XP Technical Support Officer
Duration	Sep 2003 – Apr 2004