**SAI MAHENDRA KANDIKATTU**

 saimahendrakandikattu@gmail.com

 717-877-8333

[www.linkedin.com/in/mahendra-kandikattu-494412141](http://www.linkedin.com/in/mahendra-kandikattu-494412141)

# Professional Summary:

**Results-driven Certified Scrum Master (CSM) and Certified Product Owner (CSPO) with over 8 years of experience in Agile project delivery, business analysis, and cross-functional team leadership. Proven track record of enabling digital transformation across industries such as eCommerce, healthcare, logistics, finance, and insurance by combining strong facilitation, stakeholder engagement, and backlog management skills. Adept at translating complex business requirements into actionable user stories, enhancing team collaboration, and delivering customer-centric solutions aligned with business goals. Experienced in SAFe, Scrum, and Kanban frameworks with expertise in JIRA, Azure DevOps, Confluence, and a variety of BI tools.**

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| Skill Area | Tools / Technologies |
| Agile Methodologies | Scrum, SAFe, Kanban, Agile Coaching |
| Project Management Tools | JIRA, Azure DevOps, VersionOne, Confluence, MS Teams |
| Documentation & Modeling | BRD, FRD, User Stories, Acceptance Criteria, RTM, Process Flow Diagrams, UML |
| Visualization Tools | Lucidchart, MS Visio, Balsamiq, PowerPoint |
| Data Analysis & Reporting | SQL, Power BI, Tableau, MS Excel |
| UI/UX Design | Wireframing, Mockups, User Journey Mapping |
| Collaboration & Communication | Stakeholder Engagement, Requirement Workshops, UAT, Retrospectives, Sprint Reviews |
| Domains | Healthcare, Financial Services, eCommerce, Logistics & Supply Chain, Insurance |
| Other Tools | SharePoint, CIE Trade (WMS), MS Office Suite |

# Technical Skills:

# Professional Experience:

**Falcon Papers & Plastics, NJ November 2024 – Present
Scrum Master / Product Owner**

**Project Overview:**
Leading the digital transformation of logistics and inventory **management operations by implementing Agile methodologies and streamlining warehouse management system (WMS) workflows. Spearheading cross-functional collaboration to improve supply chain visibility, optimize inventory flow, and enhance delivery timelines. Actively involved in product planning, backlog prioritization, and Agile coaching across departments.**

**Responsibilities:**

* **Acted as Scrum Master and Product Owner for the WMS and logistics optimization initiative, defining product vision, maintaining the** product backlog, and ensuring continuous delivery of high-priority features.
* Led daily stand-ups, sprint planning, reviews, and retrospectives for cross-functional teams involving operations, procurement, logistics, and warehouse personnel.
* Collaborated with stakeholders to define MVP scope, user stories, and acceptance criteria for inventory tracking, shipment scheduling, and warehouse automation improvements.
* **Utilized Agile frameworks to manage warehouse inventory flow using FIFO and LIFO models, reducing** overstock by 30% and minimizing stockouts.
* **Worked closely with developers and vendors to enhance CIE Trade (WMS) capabilities, including real-time inventory tracking and order fulfillment dashboards.**
* Partnered with the sales and procurement teams to improve demand forecasting and inventory planning, resulting in a 20% improvement in order accuracy and fulfillment rates.
* Analyzed logistics and warehouse KPIs to identify inefficiencies and drive iterative enhancements through process re-engineering sprints.
* Collaborated with Business Analysts and Product Owners to prioritize RPA backlogs, ensuring alignment with strategic automation goals and process improvement targets.
* Coordinated with third-party logistics providers to align delivery SLAs and mitigate risks related to transportation delays and inventory discrepancies.
* Managed internal and external communication channels to ensure transparency, reduce friction, and improve stakeholder satisfaction.
* Developed and maintained project documentation, including release notes, roadmaps, and operational workflows, ensuring alignment with business goals and regulatory compliance.
* **Mentored operations and logistics teams in Agile best practices**, increasing team collaboration and reducing cross-departmental friction.
* Enforced warehouse safety and compliance protocols while driving continuous improvement initiatives aligned with operational excellence goals.

**Environment:
Agile (Scrum/Kanban), Warehouse Management System (WMS - CIE Trade), Inventory Planning, JIRA, Confluence, Sprint Backlogs, Product Roadmaps, Cross-functional Collaboration, Supply Chain Optimization, Logistics Operations, KPI Dashboards, Risk Mitigation, Vendor Management, Lean Principles, Continuous Improvement.**

**Blue Cross Blue Shield (BCBS), Charlotte, NC February 2024 – September 2024
Agile Scrum Master / Product Owner**

**Project Overview:
Led Agile transformation and Scrum adoption for a high-priority healthcare platform modernization** initiative at BCBS. Oversaw the delivery of critical enhancements to claims processing and member portal systems. Worked with cross-functional teams to ensure successful sprint execution, alignment with business goals, and continuous improvement of delivery pipelines within a highly regulated healthcare environment.

**Responsibilities:**

* **Facilitated all core Scrum ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives, resulting in 25% improvement in sprint efficiency and team mor**ale.
* Collaborated closely with Product Owners to define, refine, and prioritize the product backlog, aligning sprint goals with key business initiatives and regulatory deadlines.
* Monitored team velocity, sprint burndown charts, and release metrics using **Azure DevOps, driving a 30% uplift in predictability and timely delivery.**
* Improved sprint delivery predictability through implementation of velocity tracking and continuous improvement practices tailored for RPA projects.
* **Coached and mentored team members on Agile best practices and Scrum values, increasing Agile maturity across the team and reducing process deviations by 40%.**
* Conducted bi-weekly retrospectives generating actionable feedback and driving continuous improvement, resulting in faster issue resolution and more adaptive planning.
* Served as a communication bridge between technical teams, business stakeholders, and QA leads, improving project transparency and stakeholder satisfaction by 15%.
* **Organized Agile workshops and Agile 101 sessions to upskill new team members, fostering a shared understanding of roles and responsibilities across teams.**
* Led risk identification and mitigation sessions, proactively addressing blockers and ensuring smooth sprint execution with minimal disruptions.
* Enabled cross-functional collaboration with infrastructure, security, and integration teams to ensure seamless release planning and environment readiness.
* Implemented **improvements in Agile reporting and metrics dashboards, offering executive stakeholders real-time insights into team performance and release status.**
* Promoted a culture of psychological safety, open feedback, and continuous learning, resulting in a 20% boost in team engagement and innovation throughput.
* Supported alignment with compliance standards and change control processes relevant to healthcare systems and data governance.
* **Assisted the Release Train Engineer (RTE) and other Scrum Masters during Program Increment (PI) planning and Scrum of Scrums under SAFe Agile framework.**

**Environment:
Agile (Scrum/SAFe), Azure, Confluence, MS Teams, Power BI, JIRA (reporting), Sprint Metrics (Velocity, Burndown), Cross-functional Teams, PI Planning, Healthcare Compliance, Stakeholder Communication, Risk Management, Team Coaching, Retrospectives, Sprint Planning, Agile Workshops**

**Synchrony Financial, Stamford, Connecticut August 2022 – January 2024
Scrum Master

Project Overview:**
AMS (Application Mai**ntenance and Support) for the Securities Lending Enterprise module. Provided end-to-end support for domestic Securities Lending applications, including performance tuning, incident resolution, business analysis, and agile coordination. Ensured application** stability, efficient releases, and streamlined processes across geographically distributed teams.

**Responsibilities:**

* **Led Scrum ceremonies (sprint planning, daily stand-ups, backlog grooming, sprint reviews, retrospectives) for cross-functional onshore-offshore teams in alignment with SAFe Agile principles.**
* Worked closely with product owners and stakeholders to gather, analyze, and prioritize business requirements; translated them into actionable user stories with detailed acceptance criteria.
* Maintained and **refined product/sprint backlogs using Azure DevOps and VersionOne; facilitated story point estimation sessions and ensured continuous delivery of sprint goals.**
* **Collaborated with Solution Design and Architecture teams to align stories across multiple Agile** Release Trains (ARTs), ensuring compatibility with global solutions.
* Acted as liaison between business and technical teams to clarify requirements, define scope, and manage change requests across the SDLC lifecycle.
* **Attended Scrum of Scrums, coordinated de**pendencies, and supported release planning with Release Train Engineers (RTE), System Architects, and infrastructure teams.
* **Facilitated UAT and coordinated with QA teams to prepare high-level test plans and user acceptance criteria; ensured test coverage a**nd supported defect triaging and resolution.
* Developed comprehensive BRDs, functional specifications, design documents, and UI mockups; ensured traceability throughout project delivery.
* Created use case diagrams, data flow diagrams (DFDs), and process work**flows using MS Visio; supported data modeling and business rule identification.**
* **Analyzed data trends and user interaction reports using Power BI to support stakeholder decision-making and propose UI/UX improvements.**
* Supported performance tuning, application monitoring, and incident root cause analysis to ensure high system availability and responsiveness.
* Trained and mentored offshore BA and QA teams; created SOPs, workflow documentation, and KT material to enable independent handling of support tasks.
* Improved response and resolution time of service tickets through optimized issue triaging and requirement analysis, maintaining high-quality delivery standards.
* Enabled UI enhancement by gathering detailed front-end requirements and supporting development teams in implementing new features and sections.

**Environment:
Agile Scrum, SAFe, Azure DevOps, VersionOne, JIRA, MS Visio, Power BI, SQL, SharePoint, MS Excel, UML, UI/UX, UAT, BRD/FRD Documentation, Use Cases, Application Support, Cross-functional Teams, Secu**rities Lending Domain.

**Amazon, India October 2018 – December 2021
Business Analyst / Scrum Master**

**Project Overview:
Led end-to-end business analysis and Agile project execution for high-impact supply chain optimization initiatives within Amazon’s operatio**ns. Bridged the gap between business stakeholders and technical teams to enhance efficiency, reduce operational costs, and ensure scalable delivery of logistics and warehouse solutions.

**Responsibilities:**

* **Acted as a Scrum Master for cross-functional Agile teams, leading all Scrum ceremonies including sprint planning, daily stand-ups, retrospectives, and sprint reviews—resulting in a 20% increase in team productivity and delivery cadence.**
* Gathered, analyzed, and documented business, functional, and non-functional requirements in collaboration with product owners, SMEs, and stakeholders across supply chain operations.
* **Translated business needs into user stories, epics, and acceptance criteria using JIRA and Confluence, enabling structured and prioritized** backlog refinement.
* Maintained and groomed product and sprint backlogs; ensured alignment with business goals and customer priorities for continuous value delivery.
* Conducted gap analysis and current-state vs future-state process mapping to identify inefficiencies and implement solutions that reduced lead times by 15%.
* Worked closely with data analytics teams to extract insights from large datasets, empowering data-driven decision-making that improved operational efficiency by 20%.
* Created BRDs, FRDs, proce**ss flow diagrams, wireframes, and stakeholder-facing presentation decks using MS Visio, Lucidchart, Confluence, and MS PowerPoint.**
* Facilitated requirement workshops, stakeholder interviews, and backlog walkthroughs to ensure accurate solution scoping and business alignment.
* **Led and coordinated User Acceptance Testing (UAT)—drafting test plans, tracking defects, and ensuring user sign-off on critical features.**
* **Delivered dashboard reporting and performance metrics through Excel and Tableau, tracking KPIs and** project health indicators for leadership visibility.
* Played a key role in ensuring documentation compliance and audit readiness, resulting in a 100% success rate during internal and external audits.
* Supported logistics and warehouse teams in workflow reengineering, contributing to a 20% cost reduction in transportation and improved SLA adherence.
* **Cultivated a collaborative Agile team culture through cross-functional alignment, recognition initiatives, and proactive impediment removal.**

**Environment:
Agile, Scrum, JIRA, Confluence, MS Excel, MS PowerPoint, MS Visio, Lucidchart, Tableau, SQL, SharePoint, BRD/FRD Documentation, UAT, User Stories, Acceptance Criteria, Process Mapping, KPI Dashboards, Supply Chain Optimization, Logistics & Warehouse Ops, Stakeholde**r Management

**Pro Architecture Solutions – Bengaluru, India June 2017 – September 2018
Business Analyst / Scrum Master**

**Project Overview:
Collaborated as a Business Analyst and Scrum team member on product development initiatives focused on e-commerce** and social media platforms. Played a key role in requirement elicitation, sprint collaboration, and user experience design, contributing to the delivery of scalable and user-friendly digital solutions.

**Responsibilities:**

* Engaged with stakeholders and product owners to elicit, document, and validate business and functional requirements aligned with end-user needs.
* **Developed detailed user stories, epics, and acceptance criteria in JIRA and Confluence for consistent backlog grooming and sprint planning.**
* C**reated process flow diagrams, wireframes, and UI mockups using MS Visio and Balsamiq to visualize requirements and improve cross-functional understanding.**
* **Participated in all Agile ceremonies as a core Scrum team member—contributing to daily stand-ups, spr**int reviews, retrospectives, and backlog refinement sessions.
* Collaborated closely with developers and QA to ensure clarity on requirements and timely resolution of blockers during the sprint cycle.
* Conducted impact analysis and gap analysis on existing workflows and recommended enhancements based on feedback and data insights.
* **Assisted in defining UAT scenarios and coordinated with business users to execute test cases and validate system functionality.**
* Maintained traceability of requirements throughout the project lifecycle, ensuring alignment between scope, development, and delivered features.
* Created and maintained product documentation and sprint artifacts to support internal knowledge sharing and onboarding of new team members.
* Provided support in sprint metrics tracking and helped generate reports such as burn-down charts and velocity tracking to improve team performance and predictability.

**Environment:
Agile (Scrum), JIRA, Confluence, MS Visio, Balsamiq, Wireframing, UI/UX Mockups, User Stories & Epics, Sprint Planning, Requirement Traceability Matrix (RTM), UAT, e-Commerce Platforms, Social Media Applications, Cross-Functional Team Collaboration, Process Flows, Stakeholder Engagement, QA Support**

**Education:**

**Master of Science, Project Management, Harrisburg University**

**Certifications:**

**Certified Scrum Master (CSM) – Scrum Alliance**

**Certified Scrum Product Owner (CSPO) – Scrum Alliance**