**NAVNEET (CSM)**

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**PROFESSIONAL SUMMARY**

Professional Certified Scrum Master with a proven track record of leading development teams in Agile, Safe and Waterfall Environment within **Fleet, .NET** and **Tax** domains, with a comprehensive background leading high performing, multi-disciplinary teams and delivering strategic projects in the Retail, Health and Financial Services industries. Driving the adoption of Agile principles, practices and effectively leveraging technology to create strategic business value. Proven over 10+ years of experience in managing concurrent Technical and Business projects with various levels of complexity from charter to closure, I am committed to understanding the desired business outcomes and delivering on schedule, and on budget, to meet those outcomes.

* Demonstrated consistent ability to lead cross-functional teams including third party vendors both onsite and offshore to deliver technical solutions while mitigating or removing hurdles / obstacles
* Comprehensive knowledge of various **Software Development Life Cycles (SDLC)**
* Solid interpersonal skills and experience working in large and diverse cross-functional teams
* Highly motivated, self-directed, quickly adaptable to situations, flexible, and curious
* Facilitated Sprint Ceremonies (Backlog Grooming, Sprint Planning, Daily Stand-ups, Sprint Review, and Sprint Retrospective) for each of the **Agile SCRUM** methodology sprints as a **SCRUM** master
* Successfully guided multiple development teams through the transition from Waterfall to Agile.
* Practiced agile project management methodologies for the past years (**XP, SCRUM, and KANBAN**) and acted as a SCRUM master for 10+ years.
* Expertise in handling SCRUM artifacts (**Product Backlog, Sprint Backlog, Sprint Task list, Sprint Burn Down chart, and Release Burn Down Chart**).
* Strong expertise in applying flexible change management deliverables, including training, communications, and stakeholder engagement to increase end-user adoption of project implementation
* Extensive experience in delivery management, business stakeholder management, communications, requirement elicitation & analysis, systems impact assessment, process modelling, solution assessment, and documentation
* Executed and maintained scaled agile scrum project management processes and disciplines in the areas of PI & Sprint Plans and track all the activities including requirement **consolidation, Story Grooming, Story Planning, Story Development, Story Testing, Story Review**, Demo to all the Stake Holders, User Acceptance Testing, Production Deployment, Impediments Tracking and Quality Management
* Experience in various aspects of systems development including **development, project management, business analysis, testing, and UI design**, and a Strong understanding of the scrum framework and roles

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**TECHNICAL SKILLS**

**Methodologies**: Agile – Scrum, Waterfall, Product Lifecycle, Software Development Lifecycle (SDLC).

**Core Competencies:** Scrum, Agile Methodologies, Kanban, TDD, Project Management, Cross-functional Collaboration, Stakeholder Management, Scope Development, Continuous Process Improvement, Business Process Reengineering, Change & Release Management, Quality Management, Risk Management, Design Thinking, Technical Documentation, Troubleshooting & Issue Resolution, Team Leadership & Coaching.

**Tools:** Microsoft Office Suite (Excel, Word, PowerPoint etc.), Azure Devops, JIRA, WebEx, MS Visio, MS Project, MS Teams, SharePoint, Google Suite, Windows OS.

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**CERTIFIcation**

* Certified Scrum Master™ (CSM) - Scrum Alliance (Badge ID: 1847133)

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**Experience**

**Senior Scrum Master - ABS Wavesight, TX**   **APR 2024 – Present**

**Domain: Fleet**

* Lead Agile teams in the development and enhancement of **Fleet management** software solutions, focusing on vehicle tracking, telematics, route optimization, and maintenance scheduling
* Mentored and coached Scrum Masters and Agile teams, fostering a culture of continuous improvement and excellence
* Implemented Agile frameworks and best practices tailored to the unique needs of the shipping and fleet industry, driving efficiency and adaptability
* Work closely with Product Owners and stakeholders to prioritize the product backlog, ensuring that features align with business goals and fleet management best practices
* Leverage domain expertise in fleet management to guide teams in implementing complex features, such as real-time vehicle tracking, predictive maintenance, and compliance reporting
* Collaborated with senior leadership to define Agile strategies and roadmaps aligned with organizational objectives
* Facilitated large-scale Agile transformations, guiding teams and stakeholders through the adoption of Agile principles and practices
* Championed Agile metrics and reporting mechanisms to measure team performance, track project progress, and identify areas for improvement
* Managed dependencies and cross-team coordination to ensure seamless integration and delivery of complex initiatives
* Conducted Agile training and workshops for teams and stakeholders, promoting shared understanding and alignment

**Environment:** Scrum, Agile, Azure Devops, SAFE, Confluence, DevOps, MS teams, GIT, SQL server, HTML, JavaScript, Spring Batch, JSON

**Scrum Master - The Cigna Group, PA**   **NOV 2022 – Mar 2024**

**Domain: .Net**

* Lead Agile teams focused on **.NET** development projects, ensuring adherence to Scrum practices and Agile principles
* Responsible for the implementation and adoption of Scrum to reduce bottlenecks and process inefficiencies. As a result, this improved efficiency, client engagement and reduced delivery timeline by over 20%
* Leverage deep **.NET** domain knowledge to bridge the gap between technical teams and non-technical stakeholders, ensuring clear communication and understanding of project goals
* Work closely with Dotnet developers to understand technical challenges and provide support in resolving issues related to C#, **ASP.NET, and .NET Core**.
* Coordinate with cross-functional teams to ensure seamless integration of Dotnet solutions with other systems and platforms.
* Tailored work processes and tools used in each project, taking into consideration individual project specifications and client goals, moving between agile and waterfall approaches
* Coach teams on Agile principles and scrum values from team level to program level
* Implement Agile best practices tailored to the needs of the **.NET** development environment, resulting in improved team velocity and product quality
* Guide Scrum teams to collaborate effectively during SAFe events, and ceremonies like Iteration Planning, Daily Stand Up, Iteration Review, Backlog Refinement, Iteration Retrospective
* Attend Scrum of Scrums (SOS) with other Scrum masters to communicate dependencies and risk across various other scrum teams in the Agile Release train (ART)
* Help the Release Train Engineer (RTE) to effectively plan for the Program Increment (PI) Planning, facilitate system demo, inspect, and adapt workshops for future PIs and Release
* Encouraging team to make appropriate commitments during Story Point Estimation and Grooming, while maximizing value of priority backlog and preparing user stories for next 3 sprints
* Daily updates to Agile tracking systems creating higher levels of collaboration and transparency on project progress
* Coached the POs on roles and responsibilities and supported the POs in backlog prioritization
* Maintained and reported metrics to provide visibility to leadership on team-level progress and quality
* Managing different issues, risks, and impediments for the team and at the program level

**Environment:** Scrum, Agile, Azure Devops, SAFE, C#, ASP.NET, .NET Core, MVC, Confluence, DevOps, MS teams, GIT, SQL server, HTML, JavaScript, Spring Boot (Microservices), Spring Batch, JSON, REST, Spring Framework

**Scrum Master - Deloitte US-India JUL 2015 – Oct 2022**

**Domain: Tax**

* Lead Agile teams focused on developing and maintaining **tax-related software** solutions in compliance with Australian Taxation Office (ATO) regulations
* Participated in the change management and process improvement initiatives as well as provide recommendations to improve/enhance existing procedures and controls
* Collaborate closely with Product Owners and stakeholders to prioritize the product backlog, focusing on features that ensure compliance with GST, PAYG, BAS, and other Australian tax requirements
* Maintained excellent communication regarding project/program status and priorities with stakeholders, driving planning and tracking of tasks, schedule, resources, and dependencies
* Leverage domain expertise in Australian taxation to guide the development team in implementing complex tax calculations, reporting, and filing processes
* Drove implementation of best agile practices: dynamic team collaboration, informative metrics, lean development, continuous improvement
* Performed agile PM activities that included planning, monitoring, execution, tracking, reporting and business development
* Review, evaluate and formulates project plans, schedules, and budgets
* Worked with Product Management to understand the priority features and fixes and cascaded this to the agile team
* Responsible for coordinating, scheduling, and assigning project tasks, team building, maintaining working relationships with clients
* Communicated, tracked, and managed status, reviews, deliverables, and approvals from project kick-off until completion
* Experience in data analysis and reconciliation and able to prove correctness and completeness of migration tasks
* Played the role of Scrum Master and Agile coach for two scrum teams, implementing Scaled Agile Framework (SAFe)
* Worked with external customers and internal stakeholders to prioritize and plan Program Increments (SAFe) across Confidential to meet product feature functionality
* Implemented cross functional team structure and limited it to 10 people with varied skills. For ease of communication and interaction
* Planning board monitoring the team capacity and velocity of features that need to be completed in an iteration with a deadline

**Environment:** Scrum, Agile, Jira, MS Teams, Azure, GIT, HQL server, HTML, JavaScript, Microsoft Team, Microsoft Outlook, Microsoft Excel, Quick Notes.

**Jr Scrum Master - Crystal Graph Technologies APR 2013 – jun 2015**

* Assisted in organizing and facilitating daily stand-up meetings, sprint planning, sprint reviews, and retrospectives.
* Supported Product Owner in maintaining the product backlog and prioritizing user stories.
* Acted as a liaison between development teams and stakeholders to ensure clear communication and alignment on project goals.
* Helped track and report team velocity and progress using Agile tools such as JIRA.
* Contributed to continuous improvement initiatives within the team by identifying and addressing areas for enhancement in Agile processes.

**Environment:** Scrum, Agile, Jira, Skype, GIT, HQL server, Microsoft Outlook, Microsoft Excel, Quick Notes.

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**Education**

* Masters of Business Administration in Information Systems (2010) – Deakin University,
* Bachelor’s of Technology in Mechanical Engineering (2007) - JNTU, Hyderabad - India****