**NADHEEM**

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## SUMMARY

* **11.5** **years** of professional experience as **Scrum Master** (3+ years), **Business Analyst** (3+ years), **Quality Assurance** (11+ years).
* **Certified Scrum Master** (*License# 000453238*) from **Scrum Alliance** facilitating, implementing and transforming the team to embrace Agile process like Scrum, Kanban, Scrumban or traditional methodologies based on project requirements and team dynamics.
* Rich experience in **Business Analysis** involved in phases of Inspection, Planning, Development, Testing, Deployment, Closure and delivering artifacts.
* Continuous liaising with clients, stakeholders, development, management and support teams.
* Rich experience in Quality Assurance and **ISTQB Certified Tester Foundation Level** from **ISEB** (*Certificate# sr7724857*) steering various stages of test development life cycle entailing analysis, estimation, implementation, business acceptance testing and delivering test artifacts.
* Extensive usage of **Jira**, **HP ALM**, **MS Project**, **Agile games** to manage, review, track and report deliverables.
* Handled **CRM (6 months)**, **Banking (4+ years)**, **Publishing (2+ years)**, **Insurance (3+ years)** and **Health Care (2+ years)** portfolios.
* Handled, mentored and coached team of 5 to 30+ resources throughout career in areas of agile/traditional process implementation, quality assurance and business analysis enabling the team to deliver best in class quality products.
* Possess rich soft skills as Active listener, Communicator, Client delighter, Story teller, Delegator, Developer, Knowledge broker, Conflict resolver and Effective escalator.

## CERTIFICATION

* **Certified Scrum Master** from Scrum Alliance with 91% -
* **ISTQB Foundation Level Tester** from ISEB certified with 98% -
* **Project Management (2005)** certified with Brainbench

## TECHNICAL COMPETENCE

Methodologies/Processes : Scrum, Kanban, Scrumban, Waterfall, V-Model

Project Management : Jira 6.46, Task Boards, HP ALM, Redmine, MS Project (*Novice*)

Data Management : SQL, MongoDB, Toad

Add-ons/Extensions Used : Firebug, FireShot, Fox Splitter & Title Tabs, Measureit, Screen Ruler, WhatFont, Colorzilla, Awesome Screenshot

Artifact/Presentation Tools : MS Word, MS PowerPoint, MS Excel, Lucid Charts

Testing Techniques : Smoke, Functional, System, System Integration, User Acceptance, Risk Based

## EMPLOYMENT HISTORY

* **Business Analyst** in **SMI Private Limited**, Madurai from June 2016 to December 2016.
* **Associate Projects** in **Cognizant Technology Solutions**, Chennai from May 2010 to June 2016.
* **Test Engineer** in **Infosys Technologies Limited**, Chennai from July 2005 to May 2010.

## ROLES AND RESPONSIBILITIES

**Scrum Master (3+ years inclusive SMI and Cognizant)**

* Mentor and coach the project team by educating scrum, Kanban or scrumban processes based on project requirements or team dynamics, identify, define, roles and responsibilities to each individual in the team.
* Facilitate the product owner with clients to create epics and further break down to features to user stories, then prioritize and refine user stories as requirements into Jira 6.46 as product backlog.
* Facilitate sprint planning session with product owner and scrum team to estimate each user stories as story points using planning poker or fibonacci techniques during functional grooming session.
* Facilitate scrum team to create sprint backlog and further break down the user stories into sub-tasks in Jira 6.46 during technical grooming session, identify owners for each user stories.
* Create task boards, drive and facilitate daily scrum call to track progress of sprint, shield the team from external interference and remove impediments so that the scrum team constantly focuses on high quality shippable product increment ensuring the organization respects the commitment during the Sprint.
* Facilitate sprint review and retrospection with product owner, scrum team and clients and drive surveys to identify outstanding individual by rewarding and celebrating within teams to boost the morale thereby evolving as self-organizing, cross functional team.
* Facilitate the team to create and maintain information radiators like sprint and release burndown charts using task boards or automating through Jira 6.46, MS Excel and determine velocity of the team after 2 or 3 sprints.
* Facilitate, mentor and coach the product owner and scrum team to inspect, adapt and respond to changes effectively and efficiently managing changes, and prioritizing and refining product and sprint backlog, rinse and repeat the iterative process.

**Business Analysis/Product Owner (3+ years inclusive SMI and Cognizant)**

* Use selective business analysis techniques like As-Is analysis, JAD (Joint Application Development) sessions, Interviewing, Brain-storming, Observing, Surveying, Job shadowing to gather requirements from customers.
* Analyze the raw dump of information’s gathered to classify business, functional and non-functional requirements.
* Capture the business, functional and non-functional requirements as User Stories into BRD/FSD known as Product Backlog and iterate business analysis techniques with customers and scrum team to prioritize and refine the requirements.
* Elucidate the User Stories to the team and estimate each User Stories as story points using planning poker or fibonacci techniques during Sprint Planning sessions.
* Facilitate the scrum team to create sprint backlog, involve in daily scrum meeting, track deliverables using Jira 6.46 and Task Boards.
* Liaising between clients, stakeholders, project management, dev-ops and scrum team for smooth transition and hand off requirements for execution, prioritizing and implementing requirement changes, review product development, reporting, user acceptance testing, coordinate deployment to production, provide essential training to end users and assist warranty support as per SLA.
* Continuous interaction with clients, stakeholders, project management, dev-ops and scrum team to update project status, reporting through information radiators like sprint burndown, release burndown, task board update, power point presentation, demo at end of each sprints ensure timely deployments target environments like testing, UAT, staging or production during sprint review and retrospection phase.
* Quick Turn Around to day to day and high priority ad-hoc requests, awareness and adherence to security policies and guidelines in the project ensuring high quality on-time delivery.

**Project/Team Management (8+ years inclusive SMI, Cognizant and Infosys)**

* Responsible for overall quality of the project by implementing **Scrum, Kanban, Scrumban, Waterfall** methodologies based on project requirements or team dynamics.
* Hands-on experience in using **Jira 6.46,** **Task Boards,** **HP ALM** and **MS Project** to handle project management.
* Experience on using estimation techniques like planning poker, 3-point and functional point estimation.
* Created, facilitated, refined and maintained project artifacts like BRD, FSD, lessons learnt, project closure and user manual documents.
* Identify the appropriate information to be communicated to stakeholders and incorporates into the decks for clients.
* Managed small to large team and resolve issues, impediments and dependencies in the team.
* Groom and mentor people by delegating tasks.
* Manage team's morale and work-life balance.
* Share best practices on the team and encourage incorporation for delivery excellence.
* Train a potential candidate to play their role to move on to the next level in the competency.
* Leverage organization-wide and industry-wide best practices for process evolution on project by using in-house developed tools.
* Work closely with the Clients and every Stakeholders within the Organization.

**Quality Assurance (11+ years inclusive SMI, Cognizant and Infosys)**

* Define test strategies for high complexity web or mobile applications based on the recommended methodology for the project.
* Give oversight to a test team during test case creation, facilitate test execution techniques like smoke, functional, non-functional, regression, system integration, risk-based testing by providing valuable inputs during various phases in software development.
* Ensure relevant artifacts are created for test processes, planning, monitoring and reporting by creating daily, weekly and monthly test reporting formats using a variety of office applications and/or defect management tools Jira 6.46, Task boards, Redmine and HP ALM.
* Facilitate, maintain and share information radiators or metrics like sprint burndown, release burndown and velocity.
* Analyze the defect trends and guide test leads by suggesting important changes to improve quality.
* Perform End to End testing on completion of each Sprint to evaluate the quality of potentially shippable product increment before giving demo to Client and Stakeholders.

**Personal Attributes (11+ Years in SMI, Cognizant and Infosys)**

* Active listener, Communicator, Client delighter, Story teller, Delegator, Developer, Knowledge broker, Conflict resolver and Effective escalator.
* Flexible and proactive/self-motivated working style with strong personal ownership of problem resolution.
* Ability to multi-task under pressure and work independently with minimal supervision.
* Ability to prioritize when under pressure.

## ACCOLADES/ACHIEVEMENTS

* Received appreciation for coaching and implementing Scrum practices and tools within Organization from Top Management (SMI).
* Core mentor in project account for ThoughEXchange (TEX) to innovate, adopt, ideate tools into projects there saving 10 million USD (Cognizant).
* Core member in releasing newsletter on behalf of the account in H2’2013 and received appreciation at corporate level (Cognizant).
* Received “Best Tester” award at Business Unit level for Q2’2010 (Infosys).
* Received “Most Spirited Team” award at Business Unit level for Q1’2007 (Infosys).

## PROJECT EXPERIENCE

**Project: IG CRM Internal Duration: June 2016 to December 2016 Client: Insight Global, US**

**PROJECT DESCRIPTION:** Insight Global, a top player in staffing and consulting sector serving Fortune 500 companies in the US had to migrate their existing recruitment, deployment, timesheet, expense management systems, invoicing and reporting systems into one integrated robust environment thereby accelerating system performance and rich user friendliness.

**ROLES & RESPONSIBILITIES:** Business Analysis, Scrum Master, Agile Project Management, Test Design and Review, End to End Project and Test Execution, Defect Life Cycle Management, Change Management, Project Monitoring and Control, Onsite-Offshore Coordination, Reporting, Presentation and Demo.

**Project: Quick Strike Duration: Sep 2014 to Jun 2016 Client: World Bank Group, US**

**PROJECT DESCRIPTION:** Quick Strike project was a Rapid Action Development program within the World Bank Group with multiple suites of applications catering to data and content management using SharePoint 2013 and Drupal. Handled 17 projects throughout the tenure handling distributed teams. Scrum was later incorporated with the guidance of Agile Center of Excellence after which independent implemented.

**ROLES & RESPONSIBILITIES:** Business Analysis, Scrum Master, Test Design and Review, Test Execution, Defect Life Cycle Management, Change Management, Onsite-Offshore Coordination, Reporting, Presentation and Demo.

**Project: CareRadius Suite Duration: Sep 2013 to Aug 2014 Client: Coventry Medical Mgmt, US**

**PROJECT DESCRIPTION:** Industry stakeholders have a growing need to share data and risk between providers, plans, and patients and to find new ways to collaborate around patient health. [CareRadius suite](http://www.landacorp.com/images/infographic_exl%20landa.jpg) was an enhancement initiative of Cognizant to design, develop and test complex health plans applications, integrating both internal and external data components and connect the entire healthcare team: providers, case managers, coaches, and pharmacists – even the members themselves.

**ROLES & RESPONSIBILITIES:** Requirement Analysis, Test Design and Review, Test Execution, Onsite-Offshore Coordination, Defect Life Cycle Management, Reporting, Team Handling.

**Project: MAX Release Duration: May 2010 to Aug 2013 Client: ING NA Insurance Corp, US**

**PROJECT DESCRIPTION:** The project was executed for ING Employee Benefits LOB, that provides traditional group benefit products such as life and disabilities, voluntary products like universal life, whole life, accidental and critical illness. Maximum Administration eXpert is used for the administration of these products and support that ING is offering for Employee Benefits.

**ROLES & RESPONSIBILITIES:** Requirement Analysis, Test Design and Review, Test Execution, Onsite-Offshore Coordination, Defect Life Cycle Management, Reporting, Team Handling.

**Project: LN GCSD Application Duration: Jun 2008 to Apr 2010 Client: Lexis Nexis, US**

**PROJECT DESCRIPTION:** The project was executed for one of the leading global professional online publisher in legal, law enforcement and academic markets. New Lexis is a product owned by Lexis Nexis serving as a search engine to its registered customers who are professionals in legal markets. This product enables the user a comprehensive search across different content types, jurisdictions and legal topics.

**ROLES & RESPONSIBILITIES:** Requirement Analysis, Test Design and Review, Test Execution, Onsite-Offshore Coordination, Defect Life Cycle Management, Reporting, Team Handling.

**Project: AAB Mid-Office Migration Duration: Jul 2005 to May 2008 Client: ABN Amro NV, Netherlands**

**PROJECT DESCRIPTION:** This project involved migration of Mid Office Applications from Oracle 9i to 10g and environment migration from HP-UNIX to Red Hat Linux suite. Mid Office Application routes the payment from different front office channels to corresponding back office. The Application also associates another functionality of tracking the history of payments.

**ROLES & RESPONSIBILITIES:** Test Design and Review, Test Execution, Onsite-Offshore Coordination, Defect Life Cycle Management, Reporting.

## EDUCATION

* **Bachelor of Engineering** specialized in Electronics and Communication Engineering with **69%** from RVS College of Engineering and Technology, Dindigul (affiliated to **Madurai Kamaraj University**) in **1999-2003**.
* **HSC** with **92%** from **Mahatma Montessori Matric. Hr. Sec. School**, Madurai in **1997-1999**.
* **SSLC** with **78%** from **Arul Malar Matric. Hr. Sec. School**, Madurai in **1996-1997**.

## PERSONAL PROFILE

Age & Date of Birth : 35 & 19th November 1981

Sex & Marital Status : Male & Married

Nationality : Indian

Issue & Expiry date : 07th January 2009 to 06th January 2019