**Amar Surve, PMP, CSM**

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A **certified PMP/CSM** Sr. Scrum Master, with over 20 years of experience in managing multi-disciplinary teams of varying sizes and complex programs of work. Has the ability to build strong relationships with all stakeholders and to turn proposals into reality. Especially successful in management roles that demand rigor, a high level of drive and dedication and a focus on delivering business outcomes through the use of methodologies

**Professional Summary:**

* **Strong 20+** years of Project Management **in Credit Card Services, Auto Insurance, ecommerce,** **Retail and Wealth Management** financial industry covering all areas of PM in entire SDLC life cycle
* Good experience in working in **Agile and Waterfall** SDLC model.
* Experience in implementing **Salesforce** – Sales and Service cloud for different clients
* In depth experience in QA /Testing along with hands on experience on ALM, JIRA, Confluence, Rally, UFT and CA Lisa tools
* Experience in implementing SAFe framework for different clients and driving the SAFe ceremonies for the scrum teams
* Extensive hands-on experience with agile methodology and following the Scrum ceremonies for the project
* Experience with Kanban boards and handling the Kanban teams.
* Conduct trainings for coaching the agile methodology to client teams
* Expertise in working with Product owners for Product backlog and converting to Sprint Backlog
* Experience in managing global teams with multi-vendor environment
* Having first class executive leadership, interpersonal, negotiating, motivational and communicating skills and capable of providing authoritative guidance and advice to both in house and third-party test.
* Managing and monitoring the project budget and project resources
* Experience with Business objects and SQL, RDBMS data base validations.
* Managed all project related activities from inception to final delivery release of the product
* Experience in dealing with varied business and technical clients

**Technical Skills:**

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| --- | --- |
| Project Management | MS Project/MS Visio/SharePoint portal, Change control – Changeman ,Lotus Notes, JIRA, Rally, Confluence |
| Testing Tool/Techniques | HP Quality Center (ALM), HP Quick Test Pro (QTP), Test Data Management, Test Planning and Estimation, ITKO LISA, TurnKey. |
| Databases/Languages | SQL server, Oracle, COBOL, CICS, VSAM ,DB2 |
| Tools/Applications/Framework/  Browsers | SharePoint, Microsoft Office (Visio, Excel, Word, PowerPoint, MS Project, Primavera, Clarity), Salesforce, Sterling Order Management 9.0. |

**Trainings And Certificates:**

* B.E. in Instrumentation Engineering from Pune University.
* **PMP Certified**
* **CSM Certified**
* Completed **Base1 and Base 2 Vision Plus training** related to Credit Cards.
* Trained Client with latest Testing concepts and methodologies used in Industry.

**Professional Experience:**

**Domain: Telecom Client: Verizon**

**Duration: Feb 23- Till Date Location: Atlanta, GA**

**Role: Sr. Scrum Master**

**Responsibilities:**

* Creating the Roadmap and Release Plan for programs with coordinating with Product owners and Business leads
* Creating the overall budget, scope and timelines for the projects.
* Managing the risk/issue logs and ensuring the impediments are removed
* Escalating of the issues/risks to the senior leadership in timely manner
* Performing the Sprint planning meetings, poker estimation of the user stories, defining the Sprint backlog
* Creating and tracking the overall budget through Clarity
* Managing the sprints and driving the daily stand-up meetings with the teams
* Publish the Monthly, Quarterly and Weekly status reports to Stakeholders, Burndown charts and Team Velocity.
* Managing Project artifacts and documentation in Confluence.
* Oversee the end-to-end delivery of the projects within the Technology Program
* Resource Planning and resource onboarding roadmap
* Streamline the Onshore Offshore delivery model for better productivity
* Participate in the estimations for the sprints and JIRA board updates
* Provide guidance and leadership to test teams and monitor their performance.
* Manage UAT and business resources from cross-portfolio/end to end testing
* Updating the Sprint backlog in Jira, publishing the different matrix from Jira

**Domain: Healthcare Client: UPS**

**Duration: June 20 – Feb 23 Location: Atlanta, GA**

**Role: Sr. Scrum Master**

* Plan and manage the delivery of the UPS Healthcare projects.
* Coordinate, organize and align across all the business work-streams. Monitor the progress on development tasks and key Milestones
* Creation of the project plans to deliver the New Client implementation and Existing Revenue Projects within UPS.
* Weekly status reporting to the senior executives and Project Stakeholders. Prepare the overall Project Plan and Release Plan for the project deliverables
* Rolling out Hybrid model of delivery focusing on agile methodology
* Training client with agile methodologies and ceremonies like daily scrums, sprint planning and sprint retrospective.
* Tracking sprints and user stories in JIRA, publishing the Sprint metrics using JIRA
* Documentation of project repository in Confluence and ensuring latest document versions are uploaded in Confluence for reference purposes.
* Drive the user stories estimation meetings and sprint planning meetings.
* Creation of the Change tickets to track the implementations and planned deployments
* Salesforce rollout (Logiforce) for the PMO group for tracking the project status and updates.

**Domain: Finance Client: Equifax**

**Duration: May 18 – June 20 Location: Atlanta, GA**

**Role: Agile Project Manager**

**Project Details:**

Online Dispute portal Development.

**Responsibilities:**

* Creating the Roadmap and Release Plan for programs with coordinating with Product owners and Business leads
* Managing the risk/issue logs and ensuring the impediments are removed
* Escalating of the issues/risks to the senior leadership in timely manner
* Support effective PI planning sessions for SAFe execution
* Assist teams in promoting SAFe practices for quality assurance by meeting the DoD (definition of done)
* Help coordinate inter team cooperation and help team to operate well on the Release train
* Participate and drive SOS (Scrum of Scrum) meetings
* Assist team in preparing the ART activities like PI planning, System demos and inspection.
* Performing the Sprint planning meetings, poker estimation of the user stories, defining the Sprint backlog
* Managing the sprints and driving the daily stand-up meetings with the teams
* Publish the Monthly, Quarterly and Weekly status reports to Stakeholders, Burndown charts and Team Velocity.
* Drive the Sprint Planning, Sprint Retrospective and Daily Scrums
* Oversee the end to end delivery of the projects within the ACIS Program
* Resource Planning and resource onboarding roadmap
* Streamline the Onshore Offshore delivery model for better productivity
* Participate in the estimations for the sprints and JIRA board updates
* Provide guidance and leadership to test teams and monitor their performance.
* Manage UAT and business resources from cross-portfolio/end to end testing
* Updating the Sprint backlog in Jira, publishing the different matrix from Jira

**Domain: Higher Ed Client: Georgia Tech**

**Duration: Feb 17 – May 18 Location: Atlanta, GA**

**Role: Agile Project Manager**

**Project Details:**

Salesforce Implementation for Scheller school of business and GTPE programs.

**Responsibilities:**

* Creating the Roadmap and Release Plan for the Scheller School of Business and Georgia Tech Professional Education programs
* Implementing Sales and Service cloud for Salesforce
* Creating the plan for Salesforce 3rd party tools for Scheduling and tracking
* Participate in the estimations for the sprints.
* Training the clients and the users in terms of agile methodology.
* Communicate the Weekly status reports, Burndown charts and other metrics to the senior management
* Managing and directing the QA efforts for Integration and End user testing
* Implementing Salesforce OOTB and customizations for Event Management, Content management, Case Management

**Domain: Telecom Client: T-Mobile**

**Duration: Mar 16 – Jan 17 Location: Atlanta, GA**

**Role: Sr. Scrum Master**

**Project Details:**

U2.0 Project is the migration project for pre-paid and post-paid cards for TMO, which will replace the legacy applications with the Ericsson applications

**Responsibilities:**

* Creating the project plan for the release
* Forecasting and resource management
* Coaching the team with agile methodology
* Managing the sprint and Product backlog in Rally.
* Host the sprint planning and estimation meetings
* Roll out SAFe framework, maximizing the onshore offshore model
* Capture the lessons learnt in the Sprint Retrospective meetings and work on the mitigation plan
* Conduct daily scrums and update the metrics like team velocity and Burndown chart in Rally tool
* Coordinate with the end users for acceptance testing and host the Sprint Review meeting
* Publishing the Weekly, Monthly, Quarterly and Annual status reports to C Level executives and the Business
* Provide guidance and leadership to test teams and monitor their performance.

**Domain: Banking/Wealth Management Client: Northern Trust**

**Duration: Jan 14 – Feb 16 Location: Chicago, IL**

**Role: Scrum Master**

**Project Details:**

The Partner Platform Project is critical project for Northern Trust under Wealth Management as it will reduce the efforts of their partners to go over different applications to update the profiler or the Lead information; it will give a holistic view to the user and will be much more effective in capturing the client data.

**Role & Responsibilities:**

* Serving as Scrum Master for the team
* Participate in Product backlog meetings and finalize on scope for current sprint
* Provide estimates to upper management
* Drive the Sprint Backlog, Sprint Planning, Sprint Review and Sprint Retrospective meetings
* Driving the daily scrum standup meetings
* Coaching the team with Agile methodology
* Publishing weekly status reports to the PMO and Stakeholders
* Managing the Burn-down charts for current sprint and team velocity for future estimations
* Following up any outstanding open risks / issues.
* Project the monthly approximate budget of the project serviced along with forecasting.
* Managing and monitoring the Project Budget and forecast
* Project Estimation, Resource on boarding, Onsite-Offshore co-ordination.
* Helping client with introducing new processes and methodology.
* Preparation of Project Summary Report

**Technologies: Cloud Based Computing, xml, Java, IVR**

**Domain: Banking Client: SunTrust Banks**

**Duration: Sep 13 – Jan 14 Location: Atlanta, GA**

**Role: Scrum Master**

**Project Details:**

Worked as Project Manager, managing the implementation of the enhancement project for the SunTrust OTM application, which is used for Online Treasury management for the various SunTrust clients.

**Role & Responsibilities:**

* Responsible for defining the scope of project which was approx. $5m budget
* Serving as Scrum Master for the team
* Participate in Product backlog meetings and finalize on scope for current sprint
* Driving the daily scrum standup meetings
* Project Estimation, Resource on boarding, Onsite-Offshore co-ordination.
* POC execution planning and budgeting
* Managing the Burn-down charts for current sprint and team velocity for future estimations
* Owning the Microsoft Project (MS Project) for the release.
* Weekly status reports to PMO
* UAT co-ordination with Business users and seeking their approval
* Presenting the accurate data for CAB and CCB for implementing the new release
* Distribution of the Daily/Weekly Testing status Reporting.

**Technologies:**

XML, Web Service API and Java

**Domain: Retail Client: Lowes Home Improvement**

**Duration: May 2010 – Sep 13 Location: Mooresville NC**

**Role: Scrum Master**

**Project Details:**

Managed the two sub-projects in Revenue Recognition initiative. The project involves migration of legacy systems to Sterling DOM, in which the flexible fulfillment is achieved through DOM (Distributed Order Management)

Key initiatives within Revenue Recognition tower –

* Sterling 9.0 DOM integration: Order Management and Flexible Fulfillment
* Genesis Returns
* New Sales transactions
* Host processing

**Role & Responsibilities:**

* Responsible for defining the scope of project which was close to $10m.
* Serving as Scrum Master for the application development team
* Participate in Product backlog meetings and finalize on scope for current sprint
* Provide estimates to upper management
* Drive the Sprint Backlog, Sprint Planning, Sprint Review and Sprint Retrospective meetings
* Driving the daily scrum standup meetings
* Coaching the team with Agile methodology
* Coordinate with different teams in terms of hardware and operating systems requirements.
* Help with SIT UAT (User Acceptance testing) and automation implementation.
* Project the monthly approximate budget of the project serviced along with forecasting.
* Owning the Microsoft Project (MS Project) for the release.
* Ensuring the project operates within the data security and security standards as defined by the organization.
* Publishing weekly status reports to the PMO and Stakeholders
* Following up any outstanding open risks / issues
* Responsible for defining the scope for Automation by identifying the test cases to automate and identify the Regression Scope for Testing.

**Technologies:**

XML, Web Service API, Java, .net and Mainframes

**Domain: Auto Insurance Client: Progressive Insurance**

**Duration: Nov 2007 - Apr 2009 Location: Cleveland OH**

**Role: Project Manager**

**Details:**

Policy pro project is migration project in which Progressive Insurance system is migrated from the Proteus system, to the new web based Policy pro system.

Key initiatives within Policy Pro –

* New web based policy enrollment
* Improved Claims System
* Agile testing methodology for testing the system
* Helped in establishing the TCOE for client

**Role & Responsibilities:**

* Responsible for costing, estimating and planning projects.
* Preparing Project Initiation documentation.
* Maintaining and completing Project Key Performance Indicators.
* Writing detailed and summarized project progress reports.
* Tracking activities against the detailed project plans.
* Updating project plans to include agreed changes.
* Producing accurate financial reports.
* Helping client with introducing new processes and methodology.
* Involved in establishing the TCOE for client
* Execution of the test cases, logging defects in QC, issue escalations.
* Status reporting
* Identifying the training needs and conduct various technical trainings for client

**Technologies:**

Web Service and Mainframes

**Domain: Credit Cards Client: HSBC**

**Duration: May 2007 - Nov 2007 & Apr 2009- May 2010 Location: Pune**

**Role: Project Manager**

**Details:**

The 7.2 Compliance project is compliance regression testing is carried out; it involves the execution of the MasterCard, Visa and Europay scripts on the simulators.

Key initiatives within 7.2 Compliance Project –

* Implementation of M/C simulator at offshore
* Risk Based Testing

**Role: Project Manager**

**Duration:** Feb 2003- Nov 2007

**Role & Responsibilities:**

* Responsible for costing, estimating and planning projects.
* Preparing Project Initiation documentation.
* Maintaining and completing Project Key Performance Indicators.
* Writing detailed and summarized project progress reports.
* Updating project plans to include agreed change requests
* Setting up the QA methodology.
* Status reporting
* Identifying the training needs and conduct various technical trainings for client