

REKHA CHADALAVADA



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Certified Scrum Master and Certified Product Owner with hands on experience in project managerial skills, seeking a role that contributes to the successful delivery of software development projects and drive agile transformation within organizations adapting Scrum and SAFe principles

SUMMARY

- ⇒ Result-oriented professional offering over 13 years of rich & qualitative experience in Agile Software Development, as Scrum Master, Business Analyst/Product Owner in a complex cross-functional client-facing environment
- ⇒ 8+ years as scrum master leading agile teams in US Health care, Health Insurance and Banking domains
- ⇒ Responsible for coaching the **Agile, Scrum and SAFe** Values and Principles in projects and programs in partnership with other Scrum Masters, the Development Team, the Product Owner, and business/technology Leadership
- ⇒ Worked through the **release management** procedures to improve delivery efficiency and set expectation for delivery of new functionalities
- ⇒ Uses empirical data to help the teams assess their Scrum Maturity, to optimize scrum team velocity to organizational KPIs, and to identify improvement opportunities to achieve higher levels of team performance.
- ⇒ Improved productivity and efficiency of the team by providing **metrics**, visual display in dashboard, pie charts and graphs for each sprint and consistently improved in delivering more effective work
- ⇒ Monitored defect rate over multiple sprints to help team focus on **Quality Assurance** resulting in lower defect rates
- ⇒ Proficient in implementing Agile Methodology through **Scrum** and Kanban practices using tools such as **JIRA** and **Azure Devops**
- ⇒ Managed Product backlog and created metrics dashboard for leadership and teams using queries in Azure Devops
- ⇒ Administered and customized Azure DevOps by adding users, customizing work items, creating areas and iterations
- ⇒ Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements in each release life cycle
- ⇒ Fast learner and always ready to adapt to new technology with excellent interpersonal, oral and written communication skills, including coordination and presentations

Core Competencies

Scrum, SAFe, Kanban, Agile, Project Management, Product Owner, Servant Leadership, Project Governance, Decision Making, Problem Solver, Stakeholder Engagement, Team Performance, Team Facilitation and Coaching

Reporting Tools	SAS 9.4, SAS Studio, Crystal reports 2008 and 2013, IBM Cognos
Agile Tools	Jira, Azure Devops, Jenkins, Bit bucket, Service now, Confluence
Testing Tools	Test Director, HP ALM Quality Center
RDBMS	Oracle 9i, 10g, 11g, Oracle SQL developer, SQL server management studio, EPIC Clarity
Packages	MS Office, MS Word, MS Excel, MS PowerPoint, and MS Project

PROFESSIONAL CREDENTIALS

- ✚ CSM - Certified Scrum Master – Scrum Alliance - [1512139-csm](https://www.scrumalliance.org/individual-certification/course/csm)
- ✚ CSPO - Certified Scrum Product Owner – Scrum Alliance - [1832706-cspo](https://www.scrumalliance.org/individual-certification/course/cs-po)
- ✚ DASSM - Disciplined Agile Senior Scrum Master – PMI

EMPLOYMENT CHRONICLE

Lead Scrum Master/Project Manager

Citibank, NJ, USA - Dec 2021 to Present

Working with multiple cross-functional agile teams and successfully completed 18 + releases in a year in Cyber security services (CSS) application that ensures the users and systems have access to infrastructure, measures risk appetite, protects account data mandated by security and identity management policy

- Working as a process champion by teaching agile and scrum to multiple Scrum teams on a program level in the organization
- As a Product owner creates, manages and prioritizes the product backlog based on changing requirements and always worked with the Scrum team
- As a Product owner would ensure all the User stories and features have met the I.N.V.E.S.T criteria
- Managed user access, created Iterations, areas and helped Product owner in creating and updating backlogs in **Azure Devops (ADO)** and **Jira**
- Generate metrics and provide **dashboards** to leadership and team members in Jira and Azure DevOps using inbuilt widgets and queries
- For each Sprint Lifecycle – Prepared and uploaded detailed **artifacts** and acted as main point of contact in ask me anything meet for any audit related queries
- Adept at facilitating Scrum ceremonies for all teams at Project and Program level in coordinating across all of our teams using principles of the Scrum and **Scaled Agile Framework (SAFe)**.
- Managing progress reporting and stakeholder management and providing transparency of delivery status to key business stakeholders
- Defining the scope of release and ensuring that projects meet deadlines.
- Tracking utilization of resources and increasing productivity.
- Conducting project reviews and creating detailed reports to monitor progress.
- Handling multiple cross functional projects having different technology stack.
- Working closely with the leadership team, to identify key business priorities including budgets etc., and establish a framework to systematically monitor progress.
- Collected data on cycle time for each work item and help the team in reducing the cycle time by presenting the comparison of cycle times before and after implementing process changes
- Worked closely with Product Management to create and maintain a product backlog according to business value or ROI
- In the internal Project Tracking System (PTS) tool, updated progress on Initiative, Program and Project Level, created the milestones and prepared Project status report for each Sprint release

Senior Software Consultant

Health Partners, NJ, USA - Aug 2016 to Nov 2021

Worked on health care project on different applications which dealt with Provider Processing, Claims Adjudication, Payments, HIPAA Transactions and also worked on a project on the Phase III clinical trials drug development

- Worked as Scrum Master for waterfall and agile projects and coached them on Scrum & SAFe principles.
- Coached, mentored and prepared customized guides for scrum team on agile best practices, fostering a self-organizing and collaborative environment.
- Managed Work items such as Epics, features, User stories and tasks in Jira from initiation to closure

- Used Jira and helped the Team to reduce backlog volatility by 90% with continuous improvement since project inception
- Improved the communication frequency and reduced the dependency on mails by more than 80% by ensuring usage of continuous communication in Jira
- Used Jira for **Burn down** and other Sprint reports
- On a daily basis, had one to one calls with the Dev and QA team to update Jira and the status trackers for different types of metrics when needed
- Track and communicate team velocity and sprint/release progress Deliver extensive coaching of individual scrum teams in planning, self- organization, collaboration, iterative development.
- Worked on Jira filters, gadgets in creating and customizing dashboards
- Worked on creating **confluence** spaces, pages and templates that is integrated in Jira
- Assess value, develop cases, and prioritize stories and epics to ensure work focuses on those with maximum value that are aligned with product goal
- Managed integrations with Bit bucket repository for each user story during code merge to master repository
- Partnered with the product owner to support product backlog definition / refinement / prioritization to feed sprints
- Preparing weekly & monthly reports on various projects & presenting to Program Manager.
- Prepared project timelines and coordinated the overall effort. Used agile methods for the project.

Software Consultant

Deloitte Consulting, Washington DC - May 2013 to July 2016

Worked as Scrum Master in Banking project to provide a unified statement to the Bank customers who use multiple services from regular account to investments and as Report developer in health care project related to Epic Clarity

- Worked as Scrum Master and performed all duties like facilitated SCRUM ceremonies, update daily status tracker, resolved the impediments or any conflicts within each sprint release
- Worked with the Business stake holders in gathering business requirements and help in user story mapping
- Ensured the Scrum Framework is implemented effectively and provides coaching and training at the team level to maximize its benefits.
- Prepared Capacity planning for the Sprints per the resource allocated for each project.
- Trained stakeholders on Scrum practices & rules.
- Well versed in the Project to understand technical and functional aspects to assist the team from SQL coding to preparing requirements traceability matrix document
- Work experience in generating reports with Crystal Report using ODBC connection and Oracle database using SQL.
- Involved in tuning SQL queries using EXPLAIN PLAN
- Worked on several medium to complex reports which involved sub reports, crosstabs, pie charts and other requirements for generating different report for Epic Modules, Willow, Optime and Beacon
- Worked on provider's (Hospital) data model on Epic Crystal Reporting mainly on converting Epic model reports to custom reports.

- Experience in Defect tracking, reporting, capturing metrics for the issues encountered during the Testing Life Cycle.
- Participated in root cause analysis of the defects and involved in defining the Defect Severity and Priority.
- Experience in bug tracking tools like JIRA and HP-ALM
- Expertise in Test Management using the HP Quality Center 9.0 for requirements, test cases and defect tracking.
- Excellent Database knowledge for Backend testing using SQL

Business Analyst /QA Analyst

Department of Labor, Washington DC - Aug 2008 to May 2012

Worked on project in the Employee Compensation System department

- Analyze business needs through Joint Application Development (JAD) sessions, meetings, documentation and through verbal and written presentations
- Worked with other team members, both local and offshore, effectively and with minimal supervision throughout the quality, software development and product development organizations
- Coordinating JAD (Joint Application Development) sessions, taking business requirements, drawing Business Process Flow
- Expertise in analyzing the functional requirements and writing Test plans, Developing and executing Test Scenarios
- Worked extensively with HP Quality Centre - Test Plan, Test Lab, Defects and Dashboard (Analysis View and Dashboard View)
- Tracking all the Urgent / High priority defects and shared with the Team on daily basis
- Worked on Requirement Traceability Matrix for business requirements that are unit tested and prepared details technical test and regression document

ACADEMIC CREDENTIALS

- *MS in Environment Engineering, George Mason University, USA – 2003*
- *Bachelor of Technology in Mechanical Engineering – VNRVJIET, India - 1999*

REFERENCES: *Available upon request*