

## Syeda Ali - US Citizen - CSM (Certified Scrum Master)

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**Management Tools:** Jira, Jira Align, Azure DevOps(TFS), Rally, VersionOne, Confluence, Kanban board, Whiteboard, Mural, ServiceNow, Task Board, Teams, Webex, Zoom, Windows, MAC OS

**SAFe Agile/Scrum:** WSJF, PI Planning, Roadmap, Scrum Ceremonies (Sprint Planning, Backlog Refinement, Daily Stand Up, Retro, Sprint Review) Burndown, Velocity, Capacity, INVEST, MOSCOW, DEEP, User Stories, Acceptance Criteria, Epics, DoR, DoD

**Business Analyst:** Gap Analysis, SWOT, PESTLE, Impact Analysis, Root Cause Analysis, BRD, FRD, SRS, Requirement Gathering, Analysis/Design, RACI, Use Cases, Requirements Trace-Ability Matrix, Non-Functional, Prototyping, Wireframe, AS-IS TO BE,

**Technical Experience:** Power BI, Salesforce CRM, Salesforce Cloud, API, AWS(EC2, S3, RedShift, Lambda) Salesforce, ServiceNow, XML, JSON,

**Soft Skills:** Coordinating, Facilitating, Communication, Adaptability, Teamwork, Time Management,

## EXPERIENCE

### HCL Technologies (Client: AmerisourceBergen)

Atlanta, GA

#### Senior Scrum Master

Dec 2019– Present

- Owned the project lifecycle from agile ceremonies to strategic planning including **standups, retrospectives, grooming, planning, requirements gathering, design reviews**, product demos and release.
- Working to proactively **manage risks**, assumptions, **issues**, and **dependencies**, ensuring that they are identified, coordinated, mitigated or escalated as necessary
- Send out **follow-ups**, create missing stories for work being performed, and ensure everything discussed is **being tracked** on the board and in the **backlog**
- Shield the team from outside demands. Negotiate with others, including senior leaders, to **resolve issues effectively**.
- Collaborated with **Product owner** and Dev team to **prioritize** and define stories using **JIRA**
- Organized Sprint Planning meetings, which includes reviewing the Product Backlog and collaborating with the Product Owner and the Core Team to **identify user stories to be included in the next Sprint**
- Facilitated preparation and readiness for **ART** events by assisting the team in preparation activities including **PI Planning, System Demos**, and **Inspect and Adapt**.
- Identified areas where we can improve **delivery, increase velocity**, and have a better overall user experience.
- Encouraged **self-organization** and a cohesive scrum team; sheltering the team from **outside distractions** to keep focus mainly on the agreed **sprint goals**.
- Helped the team embrace **SAFe Core Values**, adopt, and apply **SAFe principles**, and implement **SAFe practices**.
- Guided the Scrum Team's focus on creating high-value Increments that meet the **Definition of Done**.

### HCL Technologies (Client: Wellstar Health System) -

Atlanta, GA

#### Scrum Master II

Jan 2018– Dec 2019

- Partnered with the **Product Owner** to help the team **identify priorities** and develop a healthy backlog.
- Help team implement changes effectively and efficiently
- Facilitated meetings with the teams for purposes of **sprint planning, daily stand-ups, backlog refinement, sprint reviews, retrospectives**, problem-solving and alignment.
- Addressed **blocking issues** that are beyond the teams authority, or require support from other teams, so the teams remain focused on achieving their goals.
- Assisted with internal and external communication, improving **transparency**, and radiating information
- Supported and educated the **Product Owner**, especially with respect to grooming and maintaining the product backlog.

- Managed day-to-day operational aspects of **multiple projects** and **scopes**
- Identified resources needed and assigns individual responsibilities
- Provided project and/or product deliverables including kickoff presentations, **project plans, status reports, budget burn reports, and deployment plans**
- Utilized the **Jira/Confluence** tool to **prepare, communicate**, and share team **metrics & delivery result**
- Coached on increasing team productivity by **analyzing metrics** (e.g. burndown, velocity, burn-up).
- Foster **transparency** and **visibility** and radiate information to the rest of the organization as appropriate. Support **team's progress reporting**

## ADP- Atlanta,GA

Feb 2017– Jan 2018

### Scrum Master

- Managed **Product Backlog** and created **Epics** and **User Stories/Acceptance Criteria** in JIRA within the SCRUM Board
- Optimized team's productivity by **removing impediments** that may obstruct the pursuit of team's goals and ability to rapidly respond to changes on the team.
- Provided visibility into **delivery targets, commitments** and **progress**.
- Coached team members in Agile frameworks into team's practices and work products.
- Analyzed, defined, and **document system requirements** for **data, workflow, logical processes**, interfaces with other systems, internal and external outputs,
- Provided reports on **team velocity** and make **recommendations** for improvements
- Used the **Jira/Confluence** tool to prepare, communicate, and share team metrics & delivery result
- Drove the Team to think "outside the box" regarding new ideas, **innovative approaches** and how to do things better.
- Facilitated Scrum team ceremonies, including **daily Scrum, Sprint Planning, Sprint Demos and Retrospectives**. Use techniques that foster a spirit of listening, empathy, awareness and foresight.
- **Gathered requirements** from meetings with various stakeholders and understanding the **challenges, current state, future state** and so on.
- Monitored and met all **project milestones** while following agreed upon processes for interaction with other departments.
- **Collaborated** with **end users, developers**, and **testers** on identifying and defining **user stories** which need to be built.
- Responsible for working with the product owners to define and prioritize **features** and **defects**
- Participated in and support product owners in **Agile ceremonies** and management of **product backlog**

## Humana - Atlanta, GA.

Jan 2016– Feb 2017

### Junior Business Analyst/Scrum Master

- Held **Daily SCRUM meetings** to allow the Scrum Team to synchronize their work and communicate issues and road-blocks to the Product Owner
- Worked effectively with management and team members to **clarify needs** and plan delivery of major product changes, future versions and new products
- Worked with **Product Owner** and **Development Team** to facilitate effective sprints by removing impediments and ensuring that stories are 'sprint ready'
- Demonstrating servant-leadership while guiding the team to improve their processes all while challenging them to innovate and experiment
- Facilitated and supports all scrum events: **Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective**.
- Conduct **Sprint Review Meetings** to review the scope and functionality delivered successfully in the previous Sprint
- Organize Sprint **Retrospectives** with the Scrum Team to improve process & techniques continuously
- Ensure the team abides by the **SCRUM rules** and **guidelines**
- Helped **foster** an environment that **empowers** and energizes team members

### Professional Summary (6+ years Experience)

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- Experienced **Senior Scrum Master** with **over 8 years of experience** in product management and Agile/Scrum Product Development.
  - Proficient in coaching and guiding technical teams on **Agile/Scrum** principles and practices, facilitating Agile ceremonies, and ensuring the team delivers value to the customer every sprint.
  - Skilled in **identifying** and removing **impediments, tracking metrics and progress**, managing stakeholder expectations, and ensuring continuous improvement in team performance.
  - Adept at **conflict resolution**, servant **leadership**, and **effective communication** and collaboration across **cross-functional**

**teams.** Passionate about delivering high-quality products and services on time and within budget.

- **Strong communicator** with effective presentation skills delivering formal presentations & facilitating Demo to various levels of management articulating project/Sprint status, risk mitigations, benefits & financial realizations.
- Excellent knowledge of Scrum practices such as **Sprint planning, Backlog grooming, Daily Scrum, Sprint Review, Sprint Retrospective, Velocity, and Estimation.**
- Capable of helping businesses prioritize the **product backlog (PBI)** based on various parameters so the tasks for each sprint (iteration) would be completed on time.
- Well-Versed in using Clarity for project management, and **MS Office applications, Service Now,** and etc.
- Ability to work with agile **lifecycle,** and/or tracking, and process management tools like Rally, Version One, **Confluence** and JIRA.

## Education

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**Oakland University, Rochester, MI**

Bachelor in Sociology