



EXPERIENCE & EXPERTISE

Technical Project Manager/Agile SM	SAP-Salesforce-AWS Cloud Migration	Vendor/Client/People Management
Agile Scrum/Kanban/Waterfall/SDLC	Agile Ceremonies, Mentor, Coach	Agile Release Train, PI Planning
Digital-Business Transformation	SOS, PO Sync-up, DOR-DOD, Retro	Forecast, Billing, Cost Plans, Budget
JIRA, Confluence, JQL, VersionOne	Defect Tracking & Risk Management	QA Automation Framework/Strategy
Technologies: SAP, SF Clouds, AWS Redshift, Glue, DBeaver, PowerBI, AzureADO, ServiceNow, SF Chatbot, AI Agentic		
Domains: BFSI-Core Banking (Card Payments for US and EU-SEPA), Healthcare, Logistics, Automotive(EV, BEV, PHEV)		

PROFESSIONAL SUMMARY

- Certified **SAFe 6 Practitioner**, **SAFe 5 Agilist**, and **PSM-I** with 18+ years of experience across Agile (Scrum, Kanban), Waterfall, and SDLC methodologies. Proven expertise in leading complex cloud migration projects from legacy systems (Mainframe, ERP, SAP) to AWS and Salesforce Clouds. Skilled in driving enterprise-scale Agile delivery as a **Lead Scrum Master**, **Technical Project Manager**, and **Associate RTE**, collaborating with cross-functional Product Owners, C-level executives, business stakeholders, and global vendor partners across US, EU, and APAC regions.
- **Salesforce-SAP-AWS Project-Product Management**: Experienced Salesforce Project/Product Owner with 5+ years leading end-to-end implementations across the Salesforce ecosystem, including successful deployment of **Salesforce Chatbot** and **AI Agentic** to enhance Customer 360 visibility. defining and executing product and project roadmaps aligned with business goals, managing Epics, Features, and User Stories, and prioritizing deliverables for maximum impact. Drive project forecasting, cost planning, financial tracking (Billing & invoicing), raising Appropriation Requests (AR), presenting QBRs, project status and updates to leadership on timely basis.
- **Core Banking Expertise**: Validated **Chase payment gateway** APIs for debit and credit card transactions across **US** and **EU (SEPA)** online banking for **Accounts Receivable/Payable (AR/AP)** using token services for digital banking via Postman API. Served as Onsite Project Lead for **Standard Bank of South Africa**, overseeing bank's self-service channels for retail banking integration. Managed lien services implementation for **Wolters Kluwer**, ensuring accuracy, speed, and risk management across UCC filings, lien searches, and collateral services.
- **Scrum Master Support**: Assisting Scrum Masters in their role by guiding and facilitating Scrum ceremonies, resolving impediments, and promoting continuous improvement within Scrum teams for successful implementation of Agile/Scrum methodologies to ensure timely delivery, identify project gaps, and recommend resolutions.
- **JIRA and Confluence Management**: Create, maintain Confluence pages to track milestones and key deliverables. Administer JIRA user management, authenticate access, and oversee Sprint Boards, issue tracking, and defect management, ensuring clear reporting, assignment, and resolution.
- **Incident, Risk, and Mitigations**: Oversee and manage project risks, including scope creep, technological challenges, and external factors. Assess, prioritize, and implement response and mitigation strategies to minimize downtime and ensure uninterrupted project execution.
- **Monitor Project Progress**: Develop, monitor and track project progress, identifying risks and issues and monitor with industry recommended tools (PowerBI), provide updates to stakeholders for transparency throughout the sprint.
- **Compliance and Standards**: Adherence to compliances and approvals for every release like **DGPR, HIPPA, IT-Sec, SOX, PCI-DSS**, Change Control Board(CCB), and **PMO** when required.
- **Change Management**: Supporting organizational change initiatives by helping teams and leaders adapt to Agile ways of working, addressing resistance to change, and fostering a culture of continuous improvement.
- **Training and Mentoring**: Providing training sessions, workshops, and coaching sessions to team members, Scrum Masters, Product Owners, and other stakeholders to enhance their understanding of Agile concepts and practices
- **Financial Metrics Reporting**: Create, review and submit Project Cost Plans, monthly accruals, and project status reports to leadership, ensuring clear communication around quality, cost, and delivery (QCD), Weekly/Monthly.
- **Test Management**: Expertise and experience in Functional, Automation, API, End-to-End integration, Migration, UI/UX/AB and UAT testing. Worked as Test Manager for Onsite-Offshore model while working for world's largest Pharma leader (**Abbott**) for B2B CRM portal implementation. Worked as ODC QA Manager for diagnostics toolchains of the entire ODC. Worked as Onsite Project Lead for Africa's biggest bank (**Standard Bank of South Africa**)



PROFESSIONAL EXPERIENCE

Client – American Honda Motor Co. Ltd., Los Angeles, CA

Since June'2024

Role: Technical Project Manager-Scrum Master (TPM-SM), Team Size- 7

Working as a Technical Project Manager (TPM) and seasonal Scrum Master at a leading automotive company in Los Angeles. My roles and responsibilities include.

- **Project Roadmap, Scope, Objectives:** Develop high level comprehensive project-product plan as per scope and objectives. Create milestone delivery plan with appropriate tools and available resources
- **Support Product Owners:** Collaborate with Product Owner to refine and maintain the product backlog, ensuring that it is well-prioritized and clear. Minimizing interruptions during the iteration and protect the team from distractions.
- **Cross-Functional Collaboration:** Work with Product Owners, development teams, and other stakeholders to identify and resolve cross-functional dependencies, ensuring that the team has what it needs to achieve business objectives.
- **Facilitate Agile Ceremonies:** Organize and facilitate all Agile events, including daily stand-ups, iteration planning, backlog refinement, reviews, and retrospectives to ensure team is aligned, focused, and continuously improving.
- **Project Documentation:** Create and maintain **Confluence** pages to document all key milestones, deliverables, and tasks for clear communication and project transparency.
- **JIRA Administration:** Create, modify and grant access to new Jira users. Writing Jira queries using JQL to perform advance searches and to manage, track and update Jira issues effectively. Writing Jira queries using fields, keywords and functions as per project needs. Saving filters used for Dashboard and Project Jira boards.
- **Monitor Project Progress:** Continuously track project progress, identifying risks and issues, and provide regular updates to stakeholders to ensure alignment and transparency throughout the sprint.
- **Compliance and Approvals:** Facilitate the process of obtaining approvals from compliance bodies (GDPR, HIPPA, SOX, CCB, ARB, IT-Security, etc.) by ensuring project timelines are met and creating necessary requests in ServiceNow, Jira.
- **UAT Support:** Prepare UAT (User Acceptance Testing) plans and scenarios, assist business users with testing (including API validation using tools like Postman), and ensure the testing phase is thorough and properly executed.
- **Release Readiness, Go/No-Go Decisions:** Publish UAT test results, provide leadership with a summary of release readiness and obtain business sign-off for Go/No-Go decisions. Present detailed roll-over plan for successful release.
- **Risk and Issue Management:** Actively track, understand, and help remove risks and issues that impact the team's ability to deliver, ensuring that continuous improvements are made to optimize team performance.
- **Data Management and Reporting:** Support the team in extracting, processing (ETL), and presenting data in tools like AWS Redshift, Glue, and Power BI to enable data-driven decisions and insights.
- **Project Sponsorship and Approvals:** Organize and present Quarterly Business Reviews (QBRs) or Minimum Viable Product (MVP) reports to leadership to secure project approvals, sponsorship, and funding.
- **Financial and Status Reporting:** Create, review and submit Project Cost Plans, monthly accruals, and project status reports to leadership, ensuring clear communication around quality, cost, and delivery (QCD), Weekly/Monthly project status to leadership on timely basis

Tools & Technologies: AWS Redshift, Glue, DBeaver, ECRM, Site Core, OneTrust, ServiceNow, Clarity, Confluence, JIRA, Microsoft Project, Azure DevOps, GIT, Postman, PowerBI

Company - Fisker Inc, Los Angeles, CA

July'2022-May'2024

Role: Technical Project Manager-Lead Scrum Master (TPM-SM), Team Size- 18

Fisker Inc. is one of the leading Electric Vehicle (EV) automotive player based out of Manhattan Beach, CA, USA. With its variety of product categories like Fisker Ocean, Fisker Pair, Alaska and Ronin. As Technical Project Manager and seasonal Scrum Master, I'm responsible to perform various roles and responsibilities across different verticals and project teams. This project deals with various platforms and end user applications involving actual business stakeholders.

- **Leading Cross-Functional Projects:** Successfully manage cross-functional, multi-technology projects under tight deadlines and limited resources, ensuring seamless integration and execution of Salesforce and SAP technologies
- **Salesforce-SAP Migration:** Led end-to-end implementations of Sales Cloud, Service Cloud, and Field Service including modules like Work Order, Asset, Lead, Opportunity, Order, and Case Management.
- **Salesforce integration with SAP, AWS backend systems, and Marketing Cloud** using MuleSoft, enabling seamless data exchange and process automation including SAP's Inventory, Parts, Accounts Receivable/Accounts Payable



(AR/AP), **Master Data, Warranty, and Invoices** using SAP Fiori. Implemented **AI Chatbot (Radgiver)** and enhanced **Customer 360** visibility for improved service and engagement with partial implementation of **AI Agentic**.

- Integrated third-party platforms including **Chase Payment Gateway, One-Source Taxation**, and various **partner systems via REST APIs**. Managed cross-functional delivery teams, driving solution design, deployment, and optimization in alignment with business and technical goals.
- **Accountability & PI Objectives:** Share and discuss accountability with teams for achieving Program Increment (PI) Objectives. This involves guiding the team through PI planning, backlog refinement, managing delivery risks, and proactively addressing external dependencies to ensure project success.
- **Identifying & Resolving Gaps:** Recognize gaps across projects and strategies, then recommend actionable methods to close those gaps. Also includes resolving conflicts within teams by facilitating productive conversations to maintain a collaborative work environment.
- **Leadership on Milestones & Brainstorming:** Take the lead in managing project milestones, brainstorming ideas, and determining effective task management strategies. This ensures the team stays on track, and the right techniques are used to meet project goals.
- **JIRA Issue Management & Documentation:** Manage JIRA issues and defects to ensure they are tracked, reported, and assigned for resolution. Create Confluence pages to document project milestones and key deliverables, maintaining a clear record of progress and important details.
- **Servant Leadership & Team Motivation:** As a servant leader, mentor, and coach, provide support to cross-functional teams, motivating them to take ownership of their work. Ensure they receive timely feedback, and facilitate MVP demos to senior management to track progress. Encourage teams to inspect and adapt for continuous improvement.
- **Facilitate Agile Practices:** Facilitate key Agile ceremonies such as sprint planning, retrospectives, and demos. Assist the Product Owner in backlog grooming and ensure cross-team coordination. Also, act as a project manager when needed, facilitating medium to high-complexity Agile initiatives and ensuring they follow Scrum/Agile best practices.
- **Kickoff & Status Meetings:** Organize and lead kickoff and status meetings to set clear expectations for projects before execution begins. These meetings ensure that all teams are aligned on goals, timelines, and deliverables.
- **Project Planning & MVP Demos:** Develop detailed project plans, track progress, and present MVP demos to SVPs, senior management, and stakeholders. This involves providing clear direction, setting expectations, and defining due dates to ensure timely delivery of the project.
- **Policy Compliance & IT Services:** Ensure that all projects comply with internal policies and procedures. Additionally, identify areas for improvement and navigate shared IT services to achieve the objectives of the team efficiently.
- **End-to-End Integration & Testing:** Participate in the end-to-end integration, API, and UAT testing of SAP-Salesforce applications using Postman. This ensures that all systems, applications work seamlessly and meet quality standards.

Client- FedEx Express (Atos), Memphis, TN

May'2019 - July'2022

Role: Agile Program Manager-Scrum Master, Team Size- 75+

Worked as Agile Program Manager(SAFe Practitioner) Scrum Master for implementing end-to-end solutions of large enterprise customers across domains and geographies, delivering technology and business values to customers.

- **Backlog Management & Prioritization:** Own and manage the Product Backlog, ensuring it is well-defined, prioritized, and aligned with business goals. Work closely with stakeholders to refine user stories, ensuring clear acceptance criteria. Collaborate with cross-functional teams to translate business needs into actionable backlog items.
- **Project & Resource Planning:** Oversee project planning, resource allocation, onsite-trip planning, and overall execution. Ensure that product initiatives are executed on time, within scope, and aligned with strategic goals. Coach, mentor, motivate and monitor two different project teams and influence them to take positive action and accountability for their assigned work.
- **Stakeholder Collaboration & Communication:** Act as the bridge between business stakeholders, development teams, and leadership to ensure alignment. Facilitate Sprint Planning, Reviews, and Retrospectives, ensuring productive discussions and clear action points. Maintain cordial relationships across teams, including development, configuration, program management, and product management. Provide regular updates to management, stakeholders (onsite-offshore), and cross-functional teams.
- **Agile & Scrum Facilitation:** Ensure all Scrum events take place effectively and remain timeboxed, productive, and value-driven. Help the Scrum Team focus on delivering high-value increments that meet the Definition of Done.



Facilitate Scrum of Scrums (SOS), Daily Stand-ups, Iteration Demos, and other sync-up meetings. Support Agile best practices and ensure teams follow Agile principles to improve velocity and efficiency.

- **Risk & Impediment Management:** Identify organizational impediments and drive solutions to maintain workflow efficiency. Recognize potential risks, provide mitigation strategies, and ensure business continuity. Act as an escalation point to remove blockers and barriers between stakeholders and teams.
- **Cross-Team Coordination & Leadership:** Provide technical and business guidance to development teams and ensure end-to-end tracking of deliverables. Coordinate with DevOps, QA, Development, and Process teams to streamline execution. Lead by example, motivate, mentor, and guide teams to take ownership and accountability. Facilitate decision-making, conflict resolution, and stakeholder alignment.
- **JIRA Issue and Confluence:** Manage JIRA issues and defects, ensuring they are captured, reported, and assigned with clear resolutions. Create and maintain Confluence pages to track milestones and important deliverables
- **Monitor Project Progress:** Continuously track project progress, identifying risks and issues, and provide regular updates to stakeholders to ensure alignment and transparency throughout the sprint.

Company - Scan-IT Solutions (SHIPCO) Pune, India

Oct'2017- May'2019

Role: Senior Consultant/Scrum Master(QA Automation), Team Size- 07

Worked as Senior Consultant (QA Automation-Manual) and practicing Scrum Master with product company where I developed, maintained the automation framework with GitHub & Jenkins for Continuous Integration (CI/CD), for parallel execution across different modules

- Developed and maintained end to end automation script using Selenium Web Driver, Java with TestNG framework along with tools like Jenkins and ANT- Maven.
- Design & develop Test cases/ test scripts using data driven & keyword driven framework using Selenium Web driver.
- Extensively automated regression and functional test suites by Developing Test scripts, and Test Suites using Selenium WebDriver, JAVA, JUnit. Implemented TestNG automation framework for the Smoke Test.
- Handled the special mouse events and selected the options from the tab menu using Selenium Actions Builder and Action Classes, Mouse Hover and Key Board Events.
- Worked with RESTFUL APIs using SoapUI for cross-functional applications API testing.
- Proficient in finding elements using customized Xpath, Starts-with, Text and Contains attributes.
- Risk and Gap analysis. Implementation of best practice and processes to enhance the QA Test proficiency.

Client – Abbott Pharmaceuticals (eZest Solutions) Pune, India (Chicago, IL, USA)

Feb'2017-Sep'2017

Role: QA Manager (QA Automation-Manual), Team Size- 12

Worked for extensively project planning, resource planning, onsite-trip planning, deliverables planning and execution of end-to-end project management tasks. Coordination-communications with DevOps, Dev, QA and Process teams.

- Project planning, resource planning, onsite-trip planning, deliverables planning and execution of end-to-end project management tasks. Coordination-communications with different teams such as DevOps, Dev, QA and Process teams.
- Provide updates to management, stake-holders (onsite-offshore). Create, review different plans and documents and getting approvals on the same from different stake-holders.
- Identify organizational impediments and provide solution before turn-around time. Identify Risks and its mitigation.
- Worked on end-to-end system validations (L2-L4 Support) for frequent releases to validate SOP Compliance (stage-wise), Change Management (Dev, Test, Staging, L2-L4, PROD using CI/CD).
- Worked on define, validation of approvals of **Pre and Post Integration Qualifications(IQ)**, **Operation Qualifications(OQ)** and **Production Qualifications(PQ)** from quality owners and stake holders.
- Preparation and approvals of **Incident Report (IR)** approved by quality owners and stake holders.
- Coordination between Customers, Module-Product owners on all issues, requirements & solutions.
- Arranging PMT meetings with offshore-onsite stake-holders for any outstanding issues and for resource feedback.
- Analyze User Stories, Business Requirements, Functional Requirements and System Requirements

Company – Avalara Technologies, Pune, India

Aug'2015-Dec'2016

Role: Principal QA Engineer (QA Automation-Manual), Team Size- 6



- Development and Implementation end to end automation using Selenium Web Driver with TestNG and Page Object Model (POM) framework along with tools like Jenkins and ANT- Maven.
- To integrate the automation framework with GitHub & Jenkins for Continuous Integration (CI/CD), for parallel execution. Develop configurable test suites and generate TestNG xml files.
- Design & develop Test cases/ test scripts using data driven & keyword driven framework using Selenium Web driver.
- Design automation framework, selecting automation resource, planning trainings as per project requirements
- Enhance the techno-functional knowledge in context to ERP and Tax domain and stay on top of new offerings
- Extensively automated regression and functional test suites by Developing Test scripts, and Test Suites using Selenium WebDriver, JAVA, JUnit. Implemented TestNG automation framework for the Smoke Test.
- Expert in finding elements using customized Xpath and Starts-with, Text and Contains attributes.
- **Workday, Salesforce, WordPress, Weebly, WooCommerce, OpenCart, CS_Cart, TrustFile testing**

Company – KPIT Technologies Limited, Pune, India

Mar'2012-Jul'2015

Role: Quality Manager(ODC) Team Size- 23

As a Quality Manager for various diagnostics tools chain and an onsite-offshore coordinator for entire diagnostics ODC, my roles and responsibilities are:

- Apart from individual contribution, my main role is to lead and coordination with different verticals including onsite offshore, Dev, QA, and CM team for better project management, meetings, calls (daily-weekly), and trainings during all the cycle of testing. Feasibility study for automation of new product and project by evaluating tools in the open market. Closely working with team for performing Sanity, System and Regression testing for all the ECUs such as Engine Control Module (ECM), Body Control Module (BCM) and Transmission Control Module (TCM) layer using different protocols like CAN and KWP2000.
- Hardware Testing like testing with ECU and Development board is monitored and performed under my coordination and supervision. H/W configurations, Flashing ECUs, Resetting ECUs, setting-up test beds are my routine duties.
- Involved in all stages of project management of SDLC such as Requirements Analysis, Design, Development, Testing, Deployments and Post Implementation.
- Preparation of sanity suite, system suite and regression suite for all currently developed products. High level walkthrough, Review, Review updates, uploading the same to SVN.
- Daily, weekly various product status calls (OCS, Conference, Tele-presence) with onsite-offshore team. MSR, MLR reviews for all on-going projects. Arranging trainings, mid-term, and annual appraisals, leave plans for all testing resource. Participation in Go-No-Go meeting, providing Testing certificate to management.
- Working with team members and subject matter experts (SME) and technical leads of the various modules to develop the design of the integration test plans, realization benchmarks, and documentation of the design.
- **QA Lead** Digital Group Technologies, Pune, India (**Client - Walters-Kluwer, USA**)
- **Onsite-Offshore Lead** at Nihilent Technologies, Pune, India (**Client - Standard Bank, South Africa**)
- **Senior Test Engineer** at NIIT Technologies Limited, New Delhi, India (**Client - SABRE-Expedia, USA**)
- **Test Engineer** at Mphasis Limited, Pune, India (**Client - Abby National Plc, UK**)

EDUCATION

- **Post Graduate Diploma in Computer Applications (PGDCA).** University of Pune, Pune, India

PROFESSIONAL CERTIFICATIONS & TRAINING

- **SAFe 6** (SAFe Practitioner), **SAFe 5** (SAFe Agilist)
- **Professional Scrum Master I** (PSM-I)
- **Introduction to Conversational AI**
- **Essentials of Cloud Computing**

TOOLS AND TECHNOLOGIES

Agile Tools / Tracker	JIRA, Confluence, VersionOne, HP-ALM, Bugzilla, Remedy
Test Automation Tools	Selenium, TestNG, Maven, SOAP, RESTful, Jmeter, Postman



Platforms/ Technologies	Salesforce, SAP, Java, Jenkins, Salesforce, SAP, Azure
Version Control Systems	GitHub, Team Foundation Server, Tortoise SVN
Project Management Tools	MPP, OpenProject, Figma
Databases	SQL, AWS Redshift, Glue, DBeaver, PowerBI