**Sindhura C**

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| **Professional Summary:** |

* Overall 14+ year experience in banking, financial, payments, healthcare, insurance and gaming domains.
* Certified **Scrum Master** with over **8+ years of experience** in facilitating Agile delivery for **cross-functional teams** in dynamic, fast-paced environments.
* Proven expertise in managing **multiple Agile teams simultaneously**, ensuring alignment with organizational goals and driving measurable improvements in team performance and product delivery.
* Skilled in leading **Scrum ceremonies**, fostering a culture of accountability, and guiding teams to adopt **CI/CD pipelines, DevOps practices, and test automation**, enabling faster and more reliable delivery cycles.
* Proficient in tools such as **JIRA** and **Confluence** to support sprint planning, backlog management, and reporting, ensuring transparency and collaboration across stakeholders.
* Experienced in applying **Agile metrics** (velocity, burndown charts, cycle time) to monitor progress, identify trends, and deliver actionable insights to improve team maturity
* Adept at managing **risks and dependencies** across teams, facilitating effective communication, and resolving conflicts to ensure seamless delivery.
* Known for cultivating trust and positive team dynamics, enabling teams to adapt to changing priorities and thrive in a **continuous learning environment**. Brings a high-energy, solution-oriented mindset to foster innovation and drive business value while ensuring alignment between **Product Owners**, stakeholders, and delivery teams.
* Expert in facilitating all **Scrum ceremonies** (Daily Standups, Sprint Planning, Retrospectives) to ensure transparency, remove impediments, and maintain focus on sprint goals. Proficient in utilizing **JIRA** and **Confluence** for Agile planning, backlog refinement, and documentation, streamlining workflows and enhancing team productivity.
* Expertise in managing **risks and dependencies**, mitigating blockers, and aligning team efforts with organizational goals. Demonstrated ability to resolve conflicts and build positive team dynamics while maintaining focus on delivering high-quality results.
* Worked as **Defect Manager and Scrum Master** in Agile methodology.

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| **Technical Skills:** |

Selenium SOAP UI SQL Tandem GIT AS400/Mainframe LINUX

CONNEX VBSCRIPT SVN HTML QTP JIRA/BUGZILLA/HP QC/CONFLUENCE PUPPET CHEF ANSIBLE WINSCP PUTTY

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| **Education:**  |

* Bachelor of Engineering.

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| **Certification** |

* Internal PMP Certification
* ISTQB Foundation level
* Oracle
* Internal tools

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| **Work Experience** |

**Employer**: Webster Bank June 2023- Till date

**Role:** Scrum Master

**Responsibilities:**

* Involved in gathering the requirements from the business and doing the impact analysis for various systems
* Planning sprint release and making sure team has a crystal clear understanding of sprint goals
* Working in tandem with Product Owner in finding ways to effectively maintain prioritize the Product backlog and release plan
* Facilitating daily scrum meetings, enforcing timeboxes and responding to the impediments, tracking baseline, sprint
* planning and sprint retrospective
* Making sure complacency doesn't set in team, at same time avoiding overcommitting to stakeholders
* Championed the cause for continuous design and refactoring to minimize code duplicity, complex logic, poor named identifiers etc.
* Ensuring Product backlog is of manageable size, preparing Product Release Burndown charts
* Provide visibility to team impediments/risks and help eliminate them
* Helping team in self-management by creating artifacts like team task board, sprint Burndown chart, impediments list etc.
* Facilitating Mid Sprint checkup to re review the acceptance criteria of committed Product backlog items
* Encouraging team to adopt pair programming, peer review, preparing reusable components and best practice documents
* Preparing charts showing the rate of new PBls completed VS new one added thus detecting schedule drift in early stage
* Managed offshore teams across different geographies
* Ensured task completion to specification, on time and within budget.
* Representing the team to report overall project status and upcoming risks and suggest solutions about it.
* Tracking milestones and Publishing team'sprogress and successes to make sure they are highly visible to product owner/ stakeholders.
* Resolving internal team conflicts and Keeping the team motivated to ensure successful sprints.
* Training new team members in Agile principles, scrum processes and helping them transition from waterfall methodology to agile practice
* Progressed from problem statements to well-documented design, created Mockup screens for Business and end users to review the requirements
* Created UML diagrams such as Use cases, Use case diagrams, Class, Activity and Sequence diagrams to present a better view

**Employer**: Fiserv Inc Dec 2016- June 2023

**Role:** Technical Scrum Master

**Responsibilities:**

* Collaborate, facilitate, lead and coach 2 Scrum teams which are responsible for creating and maintaining UTCS ( Unified Train Control system)
* Acted as Scrum Masterfor 2 Product teams and part time Product Owner for 1 of the team with a focus on guiding theteams towards improving the way they work.
* Organized daily scrum, sprint planning, reviews, retrospectives and other Scrum -related meetings.
* Discussed all features with customer, prioritize using WSJF and organized pre - Pl sessions with teams.
* Actively participated in Pl planning including Pl objectives creation, program board maintenance with dependencies marked, Rally updates etc.
* Empowered teams to self-organize and grow cross-functionality.
* Thoroughly planned team capacity and estimated velocity.
* Actively participated in Scrum of Scrums and raise/resolve dependencies.
* Protect team from over-commitment, manage and prioritize backlog, resolution of defects/bugs as evidenced by the on­ time delivery.
* Communication with client for requirement clarification or production issues prioritization many times when necessary as a part time PO.
* Assisted team to remove impediments and get dependencies resolved well before in time..
* Assisted with prioritization and resolution of software production defects.
* Coached Product Owners in creation and maintenance of Product Backlog, helped him to understand the issues
* Actively worked on features conversion to user stories.
* Used Vertical slicing - Happy/Unahppy, Persona/ Operations for splitting the stories
* Tracked the stories status during the sprints to estimate the sprint velocity.
* Helped the team to understand and employ Test Driven Development (TDD) approach.
* Timely helped the development teams to modify the "Definition of Done" so as to increase the efficiency
* Oversaw end-to-end operations of electronic payment systems, including credit, debit, gift cards, and ACH transactions, ensuring efficient and secure processing.
* Developed and maintained payment gateway integrations to support multiple payment methods across various platforms.
* Partnered with cross-functional teams to implement and test payment solutions, adhering to industry standards such as PCI DSS and NACHA.
* Analyzed payment transaction flows to identify and resolve bottlenecks, improving overall system performance.
* Deployed fraud detection and prevention tools to safeguard against unauthorized transactions and security breaches.
* Executed functional, integration, and end-to-end testing on payment platforms to ensure stability and accuracy in transaction processing.
* Managed payment system incidents, troubleshooting and resolving technical issues to minimize transaction downtime.
* Coordinated with financial institutions and third-party payment vendors to ensure seamless integration and compliance with payment protocols.
* Created and updated payment process documentation, including workflows, issue resolution protocols, and technical guidelines.
* Performed reconciliation and settlement tasks to validate transaction records and ensure financial accuracy.
* Addressed chargebacks, payment disputes, and transaction discrepancies with a focus on prompt resolution and customer satisfaction.
* Handled ACH payment file creation and validation, ensuring alignment with NACHA operating rules and best practices.
* Worked closely with payment processors and stakeholders to streamline workflows and resolve payment-related challenges.
* Kept up-to-date with emerging payment technologies, industry regulations, and compliance standards, incorporating them into existing processes.
* Reviewed Design document and test cases for many user stories.
* Provided demos in the ART demo sessions on behalf of team responsible.
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
* Created a concept of Team Working Agreement in the ART
* Played Active Agile Coach role in the organization for the internal team members.
* Onboarded several new members in the ART (Agile ReleaseTrain) and provided Agile Training to them.
* Facilitated getting the work done without coercion, assigning, or dictating the work.
* Actively participated in Scrum/ RTE community of practice at organization level.
* Provided all support to the team using a servant leadership style whenever possible, and led by example.
* Remove impediments by finding the right personnel to remove the impediment and arranged trainings with SMEs
* Took responsibility of delivery and management of the tasks.
* Using Agile tracking system Rally to provide transparency on product and sprint backlogs

**Employer:** Accenture Services India Aug 2015- Dec 2016

**Role:** Application Development Analyst

**Responsibilities:**

* Created and tested numerous test plans and test case scenarios for the project in Test rails for the areas like Device Management, Media Management.
* Development of new modules for unix C++ applications
* Migration of databases from SQL server 2005 to 2008
* Experience in developing middle ware components for software in C/C++ using STL, multi threading, data structures, IPC(TCP/IP Socket programming)
* Implemented **Page Object Model** by using Page Factory elements.
* We used Core-Java and Collections to build the framework.
* Performed parameterization of the automated test scripts in Selenium to check how the application performs against multiple sets of data Contributed in developing Automation Framework that uses Java, Selenium **WebDriver** and **TestNG**.
* Wrote automation test cases and fixing automation script bugs.
* Worked extensively on **UNIX** environment to execute the shell scripts.
* Executed the **UNIX** shell scripts that invoked **SQL** loader to load data into tables.
* Reviewed Error log files in UNIX box when order fails to load into SQL tables.
* Selected the Test Cases to be automated and performed functional testing of the front end using Selenium (IDE and WebDriver) & created **Data Driven** **framework** using **TestNG**.
* Executed parallel browser testing on various machines using Selenium Grid and performed CROSS Browser testing.
* Implemented automation using Selenium Web Driver, **JAVA**, Selenium Grid, **Cucumber** and **Maven**.
* Developed BDD tests using Cucumber by writing features and developed required Selenium support code in JAVA for Cucumber.

**Employer:** Bally Technologies IndiaDec 2013-Jul 2014

**Role:** Quality Assurance Engineer

**Responsibilities:**

* Installing, Configuring and Troubleshooting of Linux (**Cent OS, RHEL and Ubuntu**) servers and workstations.
* Moved columns of data in and out of database tables using **PL/SQL** program units by passing collections as parameters.
* Writing SQL queries, Cursors using embedded SQL, PL/SQL.
* Involved in Requirement gathering meeting and workshop with Customers, Business and Technical team.
* Took part in impact analysis workshops, testing effort estimation and inspection of the requirements documentation.
* Created test suite for iPhone, iPad and android platforms
* Arranged daily SCRUM for the project updations.
* Implemented new SQE process for smooth work flow.
* Co-ordinate with the developers and help them in fixing defects faster.
* Provide support to Business team and also provided support to the end users in live.
* Assisted with training for the production team on how to use the application.
* Arranged knowledge transfer sessions within the team and created the necessary artifacts.
* Few of the games and Applications are Playboy, Quick Hit, Wild Huskies and Hot Shot.

**Employer:** Tata Consultancy Services IndiaFeb 2011-Nov 2013

**Role:** Systems Engineer

**Responsibilities:**

* Designed automation of the test cases.
* Responsible for functionalities.
* Reviewed all the QTP functions created by the team.
* Creating **Selenium** & **QTP** Scripts.
* Maintenance of the script and updating the script as per the new changes.