



Chandra Prakash Swarnkar (CP)

(PMP, SAFe-SM/LPM/RTE, CSM, CSPO, Prince2, GenAI, ITIL - Development |Testing |Platform |Cloud |DevOps)
(Hands-on Techno Functional Business Leader)

Sr Manager – Projects, Portfolio, Products & Engagements | Sr Scrum Master/Project Manager | Iteration Manager | Sr. Delivery Lead/Release Manager (Agile/Tech) | Change Manager | Engineering Lead

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Visa Status: As an Australian (India origin) need a work sponsorship for Middle East

Availability: Immediately ready to relocate to Middle East

PROFILE BACKGROUND

- Hands-on Techno Functional Business Leader with **18 Years 05 Months** of Experience in the IT industry across Development, Testing, Platform, Cloud, DevSecOps and Infrastructures for complex Banking and Finance, Insurance, Telecom, Railway, Energy Utilities, Manufacturing, Government, Superannuation, Retail Domains.
- Successfully delivered major projects/products/engagements for fortune 500 companies including but not limited to **Westpac Bank, ANZ Bank, Telstra, AGL Energy, DPC, UniSuper, Woolworths, Wesfarmers, STC** (Saudi Telecom Company), Infosys, Wipro, HCL, Fujitsu, Cognizant including **08 Years+ in Australia**.
- Currently working for one of the top 04 Australian Bank i.e., **Westpac Bank for ~03 Years 05 Months** through **Infosys Australia** in Sydney with my new role ~05 months as a Database Value Streams Manager - Scrum Master/Change Manager – DPS (Database Platform Services) SQL and Oracle value streams (Beyond Platform Engineering) within PHS – Platform Hosting Services Portfolio where I am primarily taking accountability and responsibility of multibillion “UNITE” (a Simplification program) engagements and delivery.
- Prior to this worked for Westpac (Marketing Technology LOB) through Infosys Australia in Sydney for ~03 Years as a Sr. Manager – Comms Domain Projects/Products, Portfolio & Engagement (Joined as a Scrum Master/Project Manager cum Release Manager initially).
- I got recognized for **‘going Above & Beyond’** and awarded with **“Most Valuable Player”** by Infosys and as a single Mission, have successfully delivered more than **70 Projects** (major/minor – comms/notifications say Email, SMS, push, secure messages, physical letters etc.) from **20+ LOBs** to Production and received multiple ‘GEM’ (Performing & Leading Change) recognitions.
- Worked as a **Sr Scrum Master** in Instant Mortgage program within **Westpac** account where successfully completed delivery for the critical Feb & May Increments and seamlessly completed ‘Big Room’ plan for two program increments and got ‘GEM’ recognitions.
- Worked for one of the **top 02 Australian Retail giants** i.e., Woolworths Group in Cloud Product Eng Team as an Engineering Lead (Product) | Digital Iteration Manager/Scrum Master and for WWG (Wesfarmers Group) in Platform Eng team as an Agile/Tech Delivery Lead in Sydney.
- Experience in leading mid to large scale technical/functional teams in multi-vendor/enterprise level / shared services / multiple squads/ onshore-offshore/environments and have been working in Agile methodology for **10 years+** now with **08 Years+** as a Scrum Master.
- I have successfully delivered multiple mid to large scale complex projects of **\$10-20 Millions & team/staff size of 50-100**.
- Prior coming to Australia, worked for **STC** (Saudi Telecom Company) as Service Manager – Application Production Support Team (Apps – IBM Web Methods/Infra/Ops -Oracle DB, Unix) via **Cognizant Technology Solution**. I was an awesome experience working in Saudi Arabia and built strong foundational relationship with STC Senior executives and Leaders.
- **Power skilled & AI Aware leader** - AI/ML, Prompt Engineering, Gen AI, AI first Software Engineering, Responsible AI etc.
- Passionate about adding to and growing an organization’s engineering culture.
- My work allows the organizations I serve to significantly improve their ability to deliver value.
- I am passionate about transformation through **“doing right things in right ways”** and have **“excellent Client confidence and trust building capability”**.



- Proven experience in resource management recruiting, hiring, coaching and defining growth paths for teams & practices.
- Hand-on experienced managing diverse culture teams based in **Australia, India, UK, Middle East (Riyadh/Bahrain), US** and other locations.
- My primary focus is to help create the environment & enrich a culture where empowered, persistent & resilient teams can feel **safe & happy** to make challenging decisions, reduce risk through delivery of incremental change & shortened feedback loops in which to reflect, (re)priorities & develop a Continual Improvement mindset.

RELEVANT EXPERIENCE SUMMARY

- Strong IT exposure (**Hands-on Techno Functional and Business Leadership & Management**) mainly on Agile (Scrum/SAFe/Kanban) methodologies, Lean Projects/Program/Portfolio/Product Management (Agile/Digital), Delivery(Agile/Waterfall/ITSM), E2E Development value stream management, Iterations Management, Agile/Team Coaching (Agil CoE), Program Engagements Management, Software SDLC/STLC Management, E2E Support value stream management, Cloud Product Engineering, Platform & Engineering, Change/Resource Manager, Release Management, Defect Management, Risk & Compliance management, People management, IT Operations, Process Re-engineering, Vendors Management, Executive Reporting, Testing Center of Excellence (TCOE)/Production Environment, Transition Management, Application Production Support, Hybrid – On-prem/DC/Cloud, (Dev/Web/Sec/Data/Fin)Ops in medium to large scale IT organizations.
- Leadership experience in multi-vendor, multi-cultural and multi-squad environments.
- Excellent experience in building a strong 'Trust' within account/engagement and in developing a long-lasting relationship with business owners, technology domain owners, senior executives, stakeholders, internal teams & third-party vendors (Salesforce, IVE, Fuji, Adobe, Microsoft, AWS, Google, Oracle etc.) for tremendous delivery towards achieving business objectives.
- Strong functional & business knowledge & experience, strong project/program/portfolio management, agile, Scaled Agile, Scrum & Kanban experience.
- Experienced working in environments with lower levels of Agile maturity and interface with non-Agile PMOs, Steering Committees, and dependency projects/programs/portfolios.
- Excellent Leadership experience working as a **Sr Scrum Master/Iteration Manager/Agile Delivery Lead, Change Manager and Release Manager** for multiple teams/squads (**in Onshore & Offshore model**) of developers, testers, platform engineers, BAs, SQL/Oracle DBAs etc.
- Ability to work in environments with lower levels of Agile maturity and interface with non-Agile PMOs, Steering Committees, and dependency projects.
- **Development Value Stream Management** (beyond Software & Platform Eng Management) consisting of multiple squads (API Developers, QAs/Testers, BAs, SDs etc.) & Run teams in onshore/offshore models.
- **Support Value Stream Management** consisting of multiple squads (SQL and Oracle Database Administrators, ISMs, SDMs etc.) & Run teams in onshore/offshore models.
- Hands-on experience on **E2E release management** in API development value stream.
- Demonstrated facilitative, supportive management and leadership style - ability to work collaboratively, with the mind set to identify and resolve issues and challenges.
- Create and grow a team culture that values collaboration, innovation, agile delivery, cross-skilling, sponsor engagement, continuous improvement, and team success.
- Acted as an escalation point of contact to senior/executive leaders, as necessary.
- Demonstrated support of Product Owners, Program/Portfolio/Product/Delivery Managers, Technology Domain Owners, Head of Engineering/LOBs etc.
- Experienced agile implementation specialist, facilitator, mentor and coach.
- Leading & Managing Engagements, Delivery, Resourcing, Commercials/Finances, Dependencies (Internal/External) and Risks of multiple Projects/Programs from various Line of Businesses (LOBs).



- Flex LO yearly contract renewal and resourcing management with required skill matrix.
- With crystal clear Business Objectives/Goals, I have been leading E2E delivery involves engagement's kick-off sessions, BG/TEP estimations (CAPEX & OPEX), roadmaps - Timelines/Milestones preparing & tracking, build, testing (system test/SIT/IAT/UAT/SVP/ISG), production releases, TPIVs, business E2E BPIV/warranty support, PI plannings & other agile events from various large scaled line of businesses (LOBs) etc.
- Collaborating, preparing, driving and presenting **Executive Levels (say 03 min round summary)**, Monthly L2 Governance levels, QBR (Quarterly Business Results – a 360-degree view) Reporting.
- Strong experience in forming & leading multiple build (development/value stream/product/platform engineering practices) and run squads along with robust Ways of working (Hybrid – Agil/Waterfall/ITSM).
- Coaching SM/PMs/Squads/teams within Portfolio level to maintain strong culture and Agile/Hybrid Ways of working towards maintaining DeltaX (an inhouse Agile Framework in a bank) GOLD badging, Agile & Engineering practices maturity.
- Driving Big room planning for squad with a PI (program increment) page while closely working with RTE (Release Train Engineer) / Delivery Lead (Digital Village, Originations Train), squad members & Program team and delivered critical multiple PI Increments.
- Excellent hands-on Leadership experience on Defect Management & practices in BFS domain.
- Implementation/Delivery of Enterprise IT app projects & management of business transformation programs.
- Strong Testing Center of Excellence Application Environment Manager Experience in Onshore-Offshore models consisting of Testing, Development, Env Support, Defect hub, IRMs teams
- Excellent knowledge and Leadership experience on E2E TCOE Application Environment Management, Infrastructure Ops Management and Multi Cloud Platform & Engineering teams.
- Onshore-Offshore team readiness (size **120+** in AUS 🇺🇸 & India 🇮🇳) planning for supporting large enterprise NextGen/Digital, CN Ecosystem/Practice including Resources, Training and Mentoring.
- Coach and mentor for cloud engineering team members to develop their skills and motivate them to produce the best by enabling them to work as cross-skilled and self-organized.
- Experience of Development/Testing/Production Environment Support, DevOps, Cloud (Azure/AWS/GCP), Container frameworks, Cloud/Platform Risks & Security, Unix, Windows, Storage, Scripting/Languages etc.
- Previous knowledge and leadership experience on Infra Operations Management (Unix, Storage, Database, Networking, ETL, Datawarehouse, VMWare, Windows, Applications, Monitoring, Middleware and Security).

EDUCATION

- B.E. with specialization in Electronics & Telecommunication (E & TC) Engineering from Pt. Ravi Shankar Shukla University, Raipur, Chhattisgarh, India in Y-2006.

INDUSTRY CERTIFICATIONS (with Hands-on Experience) AND TRAININGS

- **Agile – Scrum/SAFe:** Certified SAFe 6 Lean Portfolio Manager (LPM), SAFe 6 Scrum Master (SM), SAFe 6 Release Train Engineer (RTE) and Scrum Master (CSM- Scrum Alliance).
- **Project Management:** PMP - Project Management Professional (PMP -PMI)
- **Agile - Scrum Product Owner:** Certified Scrum Product Owner (CSPO- Scrum Alliance).
- **Prince2 Agile:** Prince2 Agile Foundation (Axelos).
- **ITIL:** (Intermediate Lifecycle Stream) - Service Operation (SO), Service Design (SD), Service Transition (ST), Service Strategy (SS), Continuous Service Improvements (CSI) and Foundation – EXIN, AXELOS
- **Cloud Certified** – Azure & Google.
- **AI:**
 - ✓ AI Overview of Project Managers (PMI),
 - ✓ AI Aware enablement fundamentals. (Intro to AI/ML, Prompt Engineering, Gen AI, AI first Software Engineering, Responsible AI, Agentic AI, LLMs etc.),



- ✓ Generative AI Fundamentals certified (Databricks). Etc.

CORE COMPETENCIES AND FRAMEWORKS

- Leadership & Team management
- Lean Program/Portfolio Management & Delivery
- Client Relationship Management
- Agile and Methodology Expertise (Hybrid)
- Strategic Thinking
- Technical Leadership
- Business Acumen
- Cultural Competence and Diversity Awareness
- Team/Agile Coaching (CoE) and Mentoring
- Engagement Management
- Change Management
- Release Management
- Vendors management
- Servant Leadership
- Problem-Solving and Critical Thinking
- Industry Knowledge and Expertise
- Financial Acumen and Contract Management
- Rick & Compliance
- Business Development
- Defect & Release Management
- TCOE Environment Management
- Transition Management
- Communication and Interpersonal Skills
- Marketing Technology
- Consumer Digital Technology
- Digital Origination, Mortgage
- Instant Mortgage | Open Banking
- Lending & Originations
- Platform Hosting Services (Infra – Database – SQL/Oracle)
- Customer Comms – Multiple LOBs
- Leading Dev Value Stream & management
- Platform Engineering
- Cloud Product Engineering
- [DevDataWebSec]Ops
- Managed Services
- ITSM- Change, INC, Problem and Risk Management.
- Performance Monitoring and Reporting

CAREER SUMMARY – Experience - ~18 years 05 Months

- ✓ **Westpac Banking Group** (*Top 04 Aus Bank*), Sydney (via Infosys Australia)– May'22 – till now
- ✓ **Woolworths Group** (*Top 02 Aus Retails*), Sydney (via Wipro, Australia) - Nov'20 – Oct'21
- ✓ **Workwear Group**, Sydney, Australia (via Wipro Australia) - Oct'21 – May'22
- ✓ **UniSuper**, Melbourne, Australia (via APCD Ploy) - Feb'20 – Jul'20
- ✓ **Department of Premier and Cabinet (DPC)**, Melbourne, Australia (via direct)- Oct'19 – Feb'20
- ✓ **AGL Energy** (*Top 02 Aus Energy providers*), Melbourne (via TCS) - Jun-2019 – Oct-2019
- ✓ **ANZ Bank** (*Top 04 Aus Bank*), Melbourne (via Cognizant Australia) - Aug-2018 – May-2019
- ✓ **Telstra Group** (*Australia's #1 Telco provider*), Melbourne (via Cognizant) - Feb-2017 to Jul-2018
- ✓ **STC** - Saudi Telecom Company (Saudi's #1 Telco Services Provider) via **Cognizant**, India & Saudi Arabia - Jan-2016 – Jan-2017
- ✓ **Cognizant Technology Solutions India Pvt. Ltd.**, India - May-2014 – Dec-2015
- ✓ **Fujitsu Consulting India Pvt. Ltd**, India & UK - Jul-2011 – May-2014
- ✓ **HCL Comnet Systems & Services Pvt. Ltd**, Noida, India - Mar-2010 – Jun-2011
- ✓ **Wipro Infotech**, Mumbai, India - May-2007 – Feb-2010

EMPLOYMENT HISTORY (Reverse Chronological)

Westpac Banking Group, Sydney, Australia (via Infosys Australia)
(Westpac, St. George, BankSA, Bank of Melbourne)

Awesome Consulting Journey in one of the top 04 Australian banks.: Defect Manager → Sr. Scrum Master / Sr. Delivery Lead / Release Manager → Project Manager → Senior Manager – Comms Domain Projects, Portfolio & Engagements → Manager – DPS Projects, Portfolio & Engagements cum Scrum Master/Change Manager.

Role 1: Scrum Master / Change Manager | Manager – Database Platform Services (DPS) Projects/Products, Portfolio & Engagements (“Support Value Streams Management” beyond Platform / Software Engineering Management) – ~05 Months (Apr'25 – till now)

Accountability: E2E Database (SQL/Oracle) Engagements & Delivery Management of multiple projects across multiple LOBs (E2E Delivery, Quality, Cost, People, Process, Risks). Primarily taking accountability and responsibility of multibillion “UNITE” program engagements and delivery.

Agile – Framework Used: Scrum, Kanban

Cloud Services used: Azure

Tech Stack: SQL and Oracle critical on-prem & cloud database services, Bitbucket, Jenkins, Splunk, Power BI, DB Tools etc.

Key Achievement:



1. Received multiple Westpac GEM (Performing & leading Change) recognitions.

Working as a Support Value Stream Manager – DPS Projects, Portfolio & Engagements | Scrum Master/Change Manager involves Leading and Managing Engagements, E2E Delivery, Scope, Commercial, Dependencies and Risks of multiple Projects/Programs from various Line of Businesses (LOBs) and team's clarity ETC allocations. Flex LO yearly Contract Renewal and Resourcing etc.

Role 2: Senior Scrum Master/ Delivery Lead/ Release Manager (Customer Notifications) | Sr Manager – Comms Domain Projects/Products, Portfolio & Engagements (“Value Stream Management” beyond Platform / Software Engineering Management) – 03 Years (May'22 – Apr'25)

Accountability: E2E Engagement & Delivery Management of multiple projects across multiple LOBs including scope, costs (CAPEX, OPEX), Timelines/milestones, assumptions, risks and dependencies.

Agile – Framework Used: SAFe, Scrum, Kanban, DeltaX (Agile CoE – Centre of Excellence)

Agile Maturity: RUN <-> Fly All squads

Engineering Maturity: RUN <-> Fly All squads

Cloud Services used: Azure + AWS

Tech Stack: APIs Development, API testing (ST/IAT/UAT/SVP/ISG), APIs/Micro services Solution Designing, Microservices, Core Java, Swagger, Spring boot Java 11, JUnit, Kafka Listener/Producer/Topics, MQ Messaging/Listener, Maven, Synk.io, Bitbucket, bamboo, Gitlab, Jenkins, GitHub Copilot, SonarQube, Fortify, ALM, Postman, Chocolatey, IDEs IntelliJ/Eclipse, Splunk, MarTech & AdTech stacks, Adobe Experience Manager [AEM – a content management system (CMS) and digital asset management system (DAM)], Adobe Experience Platform (AEP) is a real-time Customer Data Platform (CDP), Adobe Journey Optimizer (AJO), AI-Powered Insights, SQL and Oracle Database stack etc.



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Key Achievements:

1. I've been recognized for going Above & Beyond and awarded with “Most Valuable Player”.
2. As a single Mission, have successfully delivered more than 60 Projects (major/minor) to Production and received multiple GEM recognitions.
FY24 Glimpse: LOBs – 17, Projects – 50+, Templates – ~350, Releases – 50+, Capital value \$\$\$ mil
3. Received multiple Westpac GEM (Performing & leading Change) recognitions.
4. Led and managed a growing team, increasing team size from 9 to 50+ members with 03 build squads and 02 Run teams.
5. Introduced a new Op Model for long term sustainability with a new third Squad (Push Jazz).

Working as a Senior Manager – Comms Domain Projects, Portfolio & Engagements involves Leading and Managing End to End Engagements, E2E Delivery, Scoping, Resourcing, Commercial, Dependencies and Risks of multiple Projects/Programs from various Line of Businesses (LOBs) and team's clarity ETC allocations. Leading E2E engagement and delivery involves engagement's kick-off sessions, scope, BG/TEP estimations (CAPEX & OPEX), timelines/milestones sharing & tracking, build, testing, production releases, business E2E BPIV/warranty support, PI plannings & other agile events from various LOBs, etc.

As a Senior Scrum Master in Comms Domain development value stream within Digital Marketing Technology LOB, I've been leading 02 Build Squads (Alpha Com – for Comms Deliverables & PAC Enablers – for Martech Deliverables) and RUN/BAU/L3 Squads/teams consists of API Developers, Tech BA, Solution Designers, Agile testers and other stakeholders to enable successful delivery of multiple Releases (change and BAU capabilities) for various Projects via a Strategic Engagement JIRA/Front door requests to deliver values i.e., customer notifications say Email, SMS, Push, Secure message, Physical mail etc. and owning release planning via Rosters, JIRA prod release calendar. And later I formed a new 03rd squad along with a new Op Model.

Prior to this I have added value working **as a Scrum Master (SAFe)** for “Sherlock Homes” Squad in Instant Mortgage (IM) Village/ Digital Mortgages Technologies/ L&O (Lending & Originations) LOB & delivered 02 Increment PIs via Enterprise releases.

Responsibilities:

[A] Within PHS DPS Portfolios:

- **As a Scrum Master:**
 - Formed and leading 02 Build/Change Squads (DPS SQL and DPS Oracle) consisting of SQL and Oracle Database Administrators (On-prem/Cloud), ISMs (Infrastructure Service Managers), SDM (Service Delivery Managers), Risk Manager, ISA (Infra Solution Architects) etc.
 - Implemented new Agile/Hybrid ways of working including JIRA Hygiene and processes.



- Collaborating in Program level ceremonies along with our SM/PMs and teams; say PI planning, SoS etc. as necessary.
 - Facilitate & drive scrum events (Team sync/DSU, Sprint planning, Weekly scrum call, Retro)
 - Implemented JIRA Dashboards for UNITE and non-UNITE projects covering Go Lives, Sprint progress and including Budgets reporting for Westpac Service Owners and leaders.
 - Implemented JIRA automations for story creation.
 - Implemented / uplifted leaves confluence calendar and teams planner for both the squads.
 - JIRA Kanban Engagement and Scrum Boards set up or uplift with agreed status/columns and administration and ensured cards are up to date.
 - Eliminating external blockers and managing internal roadblocks through process.
 - Manage Risks and Issues related to project delivery.
 - Tracking UNITE projects delivery.
 - Confluence Risks reporting and tracking RAID via JIRA cards.
 - Joining UNITE program critical checkpoint, Weekly I&SM / LTs updates call and ensuring to update the progress and timely closure of any open action items / escalations.
 - Scheduled and driving Weekly status updates call with UNITE Infrastructure PMs including ISA (Infra Solution Architects), ISMs, SDMs, Infrastructure Tech Leads etc.
 - Have given multiple brown bag sessions within Squad and in PHS SMs CoP (Community of Practice).
- **As Change Manager:**
 - Accountable for E2E Delivery Management of multiple projects across various Line of businesses.
 - Ensuring that the team members across squads (Onshore & Offshore - India) have the necessary resources and skills to meet their goals and help them resolve any capacity issues.
 - Review and uplift of SNOW Dashboards for INCs, CHGs/CTask, RITMs/Catalogue Items, Vulnerabilities, Problems etc.
 - Yearly Flex LO (Limit Order) contract renewal with ISMs, SDM and SO and its prep works say Skill Matrix, Projects, Rates etc.
 - Managing customers / LTs and escalations.
 - Helping ISMs for kick-off sessions and estimations.
 - Resource Management (Onshore & Offshore - India) including attrition tracking, skills and training uplift, leave, e-academy training and people HQ.
 - Onboarding and offboarding of resources, arranging interviews with ISMs, Clarity administration.
 - Weekly governance meetings and reporting.
 - Service Analysis and Estimations – TEP (Labor costs, OPEX) and make sure of funding approvals.
 - E2E DB delivery – Discovery & Analysis, Design & Consultation, Build & PIVs, DB setup, DB performance testing, DB test support, DR plan, BAU Handover, App Go Live prod support, DBA Warranty support, Decommissioning etc.
 - WSR (Weekly Service Review) reporting and driving with Westpac Leadership & stakeholders.
 - Power BI Reporting review for Budgets and representing it to LTs.

[B] Within Comms Domain/DCAD Portfolios:

- **As a Sr Scrum Master:**
 - Formed and leading 03 Build Squads and 02 RUN/BAU/L3 team consisting of API Developers, BA, SDs, Agile testers, DevOps/Platform Engineers, Scrum masters, Project managers.
 - Created Team Charter Page consisting of Agile WoW (Ways of Working), DOD (definition of done), Acceptance criteria, Squad details, social contracts, Retrospective, etc.
 - Coach and support Product Owners, other Scrum Masters and more broadly the scaled Agile teams/squads within Portfolio level.
 - Collaborating in Program level ceremonies along with our SM/PMs and teams; say PI planning, SoS etc. as necessary.
 - Facilitate & drive scrum events (grooming, sprint planning, retrospectives, daily stand-ups, etc.)
 - Ensuring that the team members across squads (Onshore & Offshore - India) have the necessary resources and skills to meet their goals and help them resolve any capacity issues.
- **As a Sr Delivery Lead - E2E Delivery:**
 - Accountable for E2E Delivery Management of multiple projects across various Line of businesses including scope, costs (CAPEX, OPEX), Timelines/milestones, assumptions, risks and dependencies.
 - Attending Program level ceremonies along with our SM/PMs and teams say PI planning, SoS etc. as necessary.
 - Involved in resource management (onshore – offshore) – hiring, cross skilling, onboarding and offboarding etc.
 - Weekly swagger governance review meetings are consistent and tracking closely with Solution Designers/Architects.
- **As a Value Stream Manager:**



- Successfully established front-door JIRA engagement request set up for our Comms Domain Development value stream.
- Leading & managing the E2E delivery (from engagements, kick-off sessions, estimations, build, testing, prod release to Business E2E BPIV/warranty support) of various projects.
- **As a Release Manager:**
 - Established a robust optimized Release Plan along with a Production Release roasters and JIRA Release calendar. (I've been driving, planning and executing all release management activities initially, Release initiation, planning, readiness – CIP, CRQ, TPIVs/BPIVs etc., Go-live, closure)
 - Accountable & responsible for E2E release management activities & outcomes.
 - Later, I created an additional Release manager position & hired towards managing multiple (more than 20 projects development running in parallel) releases seamlessly.
- **In Agile Coaching & Mentoring:**
 - Coaching other Scrum Masters and Project Managers within Portfolio level to maintain strong culture and Agile Ways of working towards maintaining DeltaX GOLD badging, Agile & Engineering Maturity.
 - Guiding teams to ensure they adhere to Agile principles and ceremonies, such as Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives.
 - Working closely with Portfolio level other Scrum Masters or Agile Project Managers to ensure that the squads follow the framework effectively.
 - Supporting team members' professional development by providing coaching and helping them grow in their roles.
- **In Projects / Portfolio Management:**
 - Oversee program/projects budgets, ensuring that the necessary resources are available for the team to achieve their scope and objectives.
 - Managing delivery & timelines roadmaps for all the inflight & pipelined projects.
 - Managing team's clarity timesheets & ETC allocations towards timely closure by PMs/SMs.
 - Work with different departments (sales, delivery, support etc.) to ensure that the project is moving forward efficiently and that all team members are aligned with client goals.
 - I've successfully established a new **Op Model** for long term run and highly encouraging all the teams to maintain consistency for longer stable run.
- **In Engagement Management (Product centric - Value Streams):**
 - Built a strong 'Trust' in Westpac Account and Developed a long-lasting relationship with business owners, technology domain owners, executives, stakeholders, internal teams & third-party vendors (Salesforce, IVE, Fuji, Adobe etc.) for tremendous delivery.
 - Preparing 3 minutes round up reporting (**Executive Level Reporting**)
 - Collaboration with Scrum Masters/Project Managers for Monthly L2 Governance deck preparation and representing it with Technology Domain Owners and external and internal business stakeholders.
 - Driving and representing QBR (Quarterly Business Results – a 360-degree report) reporting & got recognized as a performing/leading change team member in QBRs.
 - I've been leading team sync calls with third-party vendors (Salesforce, IVE, Fuji, Adobe etc.) for tracking all engagements to ensure timely engagements and successful delivery.
 - Accountable & responsible for sharing BG/TEP estimates (CAPEX & OPEX) along with High level requirements, assumptions, key callouts, scope and proposed timelines / milestones to respective Project's team towards funding approvals.
 - Taken initiative & established a process for Mesh consumption request's approvals from Domain Architects & Domain Owners which come from various Projects.
- **In Business Growth:**
 - Identify opportunities for expanding the scope of engagement, whether through additional services, extended contracts, or other value-added offerings.
 - Involved in multiple BSRs [say for Martech Delivery – DIL (Data Integration Layer) and CIL (Channel Integration Layer), Templates migration from BPEL to MsgPrep, Templates migration from Salesforce to Adobe as part of AJO journey], representation to Internal and External senior executives, leaders and management towards funding approvals and kick-off plans.
- **In AI & Other Initiatives:**
 - Getting Blue Optima BCE reporting implemented & Git-hub copilot usage for our squads & leveraging it for L2 governance as well.
 - On Portfolio level have given multiple Brown bag sessions on Blue Optima BCE reporting & its best practices. Etc.

[C] Within Instant Mortgage (IM) Program in Mortgage LOB (Line of Business):

- Performed as a Scrum Master for Sherlock Holmes Squad in Instant Mortgage (IM) Village/ Digital Mortgages Technologies LOB consisting of UI/API Developers, Solution Designers (SDs), Business Analysts (BAs), Quality Analysts (QAs), Solution Architects, UI designers and other stakeholders.
- Driving Big room planning for my squad with a PI page while closely working with RTE (Release Train Engineers)/ Senior Delivery Lead (Digital Village, Originations Train), my squad members & Program team.
- Ensuring that Increment PI planning status dashboard (EPICs, Releases, Architectural status, High Level T-shirt sizing/estimates, Tech Solution Agreed etc.) is up to date for our squad.



- Ensuring that 02 Days PI planning housekeeping page is up to date for our squad.
- Ensuring that Hygiene report (Sprint start/end/days, EPICs/Story/Tasks with assignee/SPs etc.) maintained in Confluence is up to date for our squad.
- Created JIRA Hygiene board for all the squads within Village/ Digital Mortgages Technologies LOB.
- Representing my squad during IM and DOM (Digital Originations Mortgage) SoS for any risks, dependencies, impediments, Sprint Goals & progress via a Confluence page (Velocity, Burndown chart, Capacity, Retro, RAGs, AIs etc.).
- Successfully delivered multiple PI Increments.
- Keeping Program Kanban board up to date for my squad for Program level ceremonies.
- Attending SIT Defect triage calls and Leveraging Go/No-go, Hypercare meetings to keep the leaderships updated. Etc.
- As a Defect Manager: Established and lead E2E Defect Management in L&O/Digital CSH including Daily Status reporting (covering key call outs, HL/LL, Critical defects etc.), Driving 'GO'/No-go' meetings, DeltaX Power BI reporting, Driving Defect Retrospective etc. and later got moved as a Scrum Master.

Woolworths Group, Sydney, Australia (via Wipro, Australia)

Role: Engineering Lead (Product) | Digital Iteration Manager/Scrum Master (**Cloud Product Engineering Team**) - 11 Months (Nov'20 – Oct'21)

Agile – Framework Used: Scrum

Cloud Services used: Azure + GCP

Tech Stack: Tenancy Management System / COA (Cloud Orchestration & Automation)- Azure & Google Cloud, Terraform, Terraform Enterprise, HashiCorp Vault, Azure DevOps, Ansible, Ansible Tower, Cloudability, GitHub, PowerShell, Bash Shell Scripting, YAML, JFrog, JIRA, Confluence, etc.

Have been leading Interstellar Squads in Cloud Engineering team at Woolworths consisting of cloud/devops engineers, architects, testers, business analysts and other stakeholders to enable successful delivery of Tenancy Management Framework and multiple projects in application migration to cloud using that framework. Prepared & Represented a Team readiness (**size – 120+** in Australia and India) plan for supporting NextGen/Digital/Cloud Native Ecosystem including Resource, Training and Mentoring.

Key Responsibilities:

- Worked closely with the Architect, Product Owner, Engineering Manager and Project Manager to compile and prioritize the backlog, compile a roadmap, and plan delivery sprints.
- End-to-end product and projects delivery and delivery of business values.
- Developed strong relationships with businesspeople owners, stakeholders, internal engineering teams and third-party vendors to ensure project delivered to timeframes.
- Involved in managing budget, risk & issues at project level & escalating to the next level after due diligence.
- Initiated Cloud Engineering team on boarding documentations planning, creations and review.
- Continuously improve our ways of working to scale agile effectively across the engineering squads.
- Ensuring smooth onboarding and knowledge transitions for new employees joining in our projects.
- Coached and mentored cloud engineering team members to develop their skills and motivate them to produce the best by enabling them to work as cross-skilled and self-organized.
- Lead requirement gathering workshops, interviews, and deep dive sessions.
- Producing user stories with help of squad members as and when required and maintaining healthy JIRA backlogs.
- Identifying, monitoring, and implementing controls to mitigate key risks on the project.
- Working with customers and product managers to prioritize and validate the requirements.
- Facilitate & lead scrum ceremonies (grooming, sprint planning, retrospectives, DSU)
- Managing budget, risk & issues at project level & escalating to the next level after due diligence.
- Reporting on project status, velocity, retro, grooming, spring planning, risks and mitigations.
- Gathered requirements from stakeholders in business, other platforms, and architects.
- Maintain project schedule and prioritize resources and tasks to meet project timeframe.
- Effectively track team's progress, including burn down, team velocity and forecasting release.
- Using technical knowledge to facilitate liaison between technical teams and business.
- I have been involved in RFP activities as my practice level contribution and have been part of presentation with customers.

Workwear Group, Sydney, Australia (via Wipro Australia)

Role: Agile/Tech Delivery Lead (Platform) | Scrum Master (**Cloud Ops/Platform Engineering Team**) - 11 Months (Oct'21 – May'22)

Agile – Framework Used: Scrum

Cloud Services used: Azure

Tech Stack: Terraform, Azure DevOps, Bitbucket, PowerShell, Azure Power Platform, GoDaddy, MS 365



Defender, New Relic, LastPass etc.

Have been leading multiple squads in Cloud Ops/Engineering team at Workwear groups (WIS) consisting of Product Managers, cloud/devops engineers, solution architects, testers, BAs, managed service providers (Rackspace), shared/central team (Blackwoods) and other stakeholders to deliver multiple projects for WWG Websites (WWG, Hard Yakka and NNT, King Gee etc.) and to enable successful delivery & management of Cloud & Platform Services and teams say DNA, e-Comm (B2C & B2B), ERP & Integration are leveraging those services.

Key Responsibilities/Achievements: Ensured successful delivery of below along with Ops management

- Leading multiple teams/squads at WWG to enable successful delivery & management of Cloud & Platform B2B and B2C Services.
- Enriched Cloud Engineering Ways of working and did multiple brown bag sessions across squads/teams.
- Responsible for end-to-end delivery and production releases.
- Tracking delivery risks via confluence and JIRA cards & dashboards.
- Responsible for team / squad members onboarding, knowledge enablement sessions and offboarding.
- Creating & maintaining JIRA backlogs for both the squads within WWG Cloud Ops/Eng team.
- Facilitating sync calls between Internal teams and third-party vendors (say Microsoft, Rackspace etc.) and tracking all open action items (all Technical, Functional, Process etc.) with owners towards timely closure.
- Facilitating Weekly & Monthly review internal meetings, tracking and sharing the outcomes.
- Azure AD SSO integration with Data#3 ServiceNow.
- Involved in Workwear Group Identity and Security Strategy for Cybersecurity Initiatives and planning to support future technology requirements.
- Encouraging squad members to follow development best practices including branching strategies and motivating SDs, Dev & Platform leads to review and maintain them monthly/quarterly.

UniSuper, Melbourne, Australia (via APCD Ploy)

Role: Agile Delivery Lead | Agile/DevOps Consultant (**Platform & Engineering team**) - 06 Months (Feb'20 – Jul'20)

Agile – Framework Used: Scrum

Cloud Services used: Azure

Tech Stack: On-prem + Cloud (Azure/VMWare)- Atlassian Stack (Bitbucket, Jira, Bamboo, Confluence), Octopus, Ansible, Ansible Tower, JFrog Artifactory, Grafana, VMWare, F5, Infoblox, Azure Services (ACR, AKS, Azure DevOps, Resource Groups, Storage Account, Key Vaults, SQL database, WebApps, App Service Plan, Redis cache, Log analytics etc.), PowerShell scripting etc.

Key Responsibilities:

- Leading multiple teams (DevOps engineers, Developers, Testers etc.) at UniSuper to enable successful migration and delivery of customer-facing applications such as, Acurity, Sitecore etc.
- Taken the overall responsibility of successfully delivering Application Migration and Infrastructure Services based on the established scope of working.
- Effectively manage relationships and communications with customers, delivery teams and stakeholders.
- Collaborate closely with product owners on backlog grooming/refinement to keep product backlog relevant and prioritized.
- Facilitate and drive Scrum ceremonies such as Standups, Sprint Planning, Sprint Reviews, Backlog Refinement, and Retrospectives.
- Proactive identification of project risks and mitigation of issues.
- Track team's sprint progress, including burn down, team velocity and forecasting releases.
- I've taken any other tasks assigned by my manager as and when delegated to myself.
- Captured and managed lessons learned to enable continuous improvement.

Department of Premier and Cabinet (DPC), Melbourne, Australia

Role: Lead – Operations / WebOps | Iteration Manager/Scrum Master (**Digital, Design and Innovation Team/Department**)- 05 Months (Oct'19 – Feb'20)

Agile – Framework Used: Scrum + Kanban

Cloud Services used: AWS + Azure

Tech Stack: OpenShift (Lagoon), AWS, GitHub, ELK Grafana, Drupal, VauJS, Docker, CircleCI, Ansible, Salesforce cloud, Pingdom, Terraform, Kibana, Section.io Varnish/Kraken, JIRA etc.

Key Responsibilities:

- Leading and Mentoring L1 Support Engineers, WebOps/DevOps Engineers and Multiple Vendors.
- Acting as an escalation point of contact to senior/executive management as necessary on IT Service Operation issues.
- Organizing Monthly catch-up calls with Vendors and Weekly Dev team meetings.



- Worked closely with product owners, business users, developers, and other project stakeholders to migrate applications to Section.io Varnish/Kraken for Victoria Government.
- Assist Operations Manager, Production Owners, Release Manager and Project Managers either on Technical and/or Release and/or Billing Areas.
- Reporting on project status, velocity, retrospectives, risks, issues, and mitigations.
- Facilitated Release Planning, Sprint Planning, Backlog Grooming, and Retrospective meetings.
- Reporting the weekly high-level status to the BU leadership and program management team.

AGL, Melbourne, Australia (via TCS)

Role: Agile/SAFe Consultant – Cloud/DataOps | Scrum Master (**Data Market Feature Teams**) - 05 Months (Jun-2019 – Oct-2019)

Agile – Framework Used: SAFe

Cloud Services used: Azure primarily data services

Tech Stack: SAP, Azure Services (SQL DB, SQL MI, SQL DW, Blob Storage, Azure AD – Active Directory, Azure Container Registry, Kubernetes Service, Data Bricks, Azure Data Factory, VM, Log Analytics, KV etc.), ARC, Azure VSTS/DevOps, GIT, GitHub, JIRA, Scripting, Azure CLI, PowerShell, Terraform, Terraform Enterprise, Terraform Cloud, SQL*Plus, Docker, Grafana, ARC, Networking, ETL, Helm, Alerting in Slack, MS Azure Storage Explorer, MS SQL Server Management Studio, MS Visual Studio Code, etc.

Key Achievements: Ensured successful delivery of below

- Planning, Design, Implementation of Azure DevOps/DataOps/VSTS Pipelines for SAP apps, Data orchestrations by feature teams/squads.
- ETL / data ingestion/orchestration projects implementations.
- Planning and Migrating Batch Container to Kubernetes Cron jobs using Terraform Enterprise.
- Deployment through Azure VSTS/DevOps pipeline and troubleshooting.
- Implementation of Azure Data Factory for Transform and load for couple of source/vendors. Etc.

Key Responsibilities:

- Worked closely with multiple feature teams consisting of product owners, business users, data engineers, developers, architects, DevOps engineers and other stakeholders.
- Report on project status, velocity, retrospectives, risks, issues, and mitigations.
- Involved/facilitating in PI meetings, Scrum Meetings (Daily Standup, Sprint Planning, backlog refinements, Retrospective) and delivering result and provide values to the team working closely with Business Analyst, Architect, Product Owner, Data Engineers, DevOps Lead etc.
- Develop strong relationships with businesspeople owners, stakeholders, and third-party vendors to ensure project delivered to timeframes.
- Involved in recruitment and final round of interviews for resources.
- Ensuring team focuses on sprint goals and helping to remove blockers on priority.
- Responsible for continuous improvement of agile processes within the team.
- Worked with product manager and product owner to prioritize and validate requirements.
- Ensured team focus on sprint goals and deliverables and helped to remove blockers/impediments.

ANZ Bank, Melbourne, Australia (via Cognizant Australia)

Role: Agile/DevOps Consultant | Scrum Master (**Pega Workflow Domain**) - 08 Months+ (Aug-2018 – May-2019)

Agile – Framework Used: Scrum, Spotify (Tribes, Squads, Chapters & Guild)

Cloud Services used: Azure + Google

Technology Stack: Jenkins, GIT, Bitbucket, JIRA, JFrog, Pega PRPC, Selenium, ALM, Scripting, WAS (WebSphere), UNIX/AIX, Oracle Instant Client, SQL*Plus, SonarQube, Docker/Open shift (proposed) etc.

Passionate, pragmatic & invested in improving the efficiency, effectiveness & culture of teams & organizations. Enabler of supportive, empowered & resilient teams, communities & ecosystems which proactively create & evolve capabilities & mindsets that enable transformative organizational culture & greater, shared ownership & accountability for exceptional customer experiences & outcomes.

Key Responsibilities:

- Performed Agile Scrum Master cum Agile/DevOps consultant role for a build quad (onshore & offshore model) of developers, testers and devops engineers on Agile concepts, principles, practices, and behaviors.
- Establish and run an Agile Scrum team using the Scrum ceremonies such as Standups, Sprint Planning, Sprint Reviews, Backlog Refinement, and Retrospectives.
- Leading and Mentoring Onshore and Offshore Teams, organizing Daily Shift Handover call, maintaining the shift roster, Onsite and Offshore Coordination.
- Determine and remove all obstacles that may interfere with the ability of the teams to deliver assigned goals.



- Track burn down, issues and progress in Atlassian Toolset (Jira) and communicate team velocity and other development metrics with, and to all affected teams and management.
- Project planning and estimation of upcoming work with customers / chapter leads.
- Coached/Mentored a cross functional team of 10-12 members to deliver quality products.
- Reporting the weekly high-level status to the BU leadership & program management team.
- Ensured knowledge transition / enablement / cross skilling sessions got scheduled and completed.

Telstra, Melbourne, Australia (via Cognizant)

Role: Played roles of – 01. Environment Manager, 02. Iteration Manager/Scrum Master in various projects (**Testing COE**) - 1 Year 6 Months (Feb-2017 to Jul-2018)

Agile – Framework Used: Scrum, Waterfall, TCOE

Key Responsibilities:

- Responsible for End-to-End Application Environments Support and Management.
- End-to-End Application Environments Support of Activation Manager (AM-SHARED, AM-Mobile), SIIAM, MAXIM (Siebel - OSS), MAXIM-WOCV and OMFUL (Order Management and Activation) Telecom Testing Applications in UNIX and Windows Environments.
- Managing budget, Risk & Issues at project level and escalating to the next level after due diligence.
- Leading Onshore and Offshore Teams (**35-40**), organizing Daily Shift Handover call, maintaining the shift roaster, Onsite and Offshore Coordination.
- Involved in recruitment & final round of interviews for resources for the account ramping up a team of **35+ people in 2-5 months**.

- Performed Agile Iteration Manager/ Scrum Master roles for a quad (onshore & offshore model) of developers, testers and business analysts on Agile concepts, principles, practices, and behaviors.
- Facilitate Scrum ceremonies - Daily standups, Sprint Planning, Reviews, Backlog Refinement and Retro.
- Build and lead high-performing and self-organizing cross-functional teams, to deliver all components of the allocated work within prescribed time, cost, and quality metrics.
- Track activities, schedule, velocity, and capacity diligently and remove obstacles to enable the project team to deliver the required outcomes effectively.

PREVIOUS EXPERIENCE

Cognizant Technology Solutions India Pvt. Ltd., India & Riyadh, Saudi Arabia

Account/Project 03: STC – Saudi Telecom Company

Role: Service Manager – Application Production Support Team (Apps – IBM Web Methods/Infra/Ops -Oracle, Unix) - 1 Year 1 Month (Jan-2016 – Jan-2017)

Account/Project 04: Shared Service [VCM – Victory Capital management & SS – Solutions Star]

Role: Associate Operations Manager (ITIS) - 01 year 06 Months (May-2014 – Dec-2015)

Fujitsu Consulting India Pvt. Ltd, India & UK

Role: Team lead | Sr. IT Consultant - 2 Years 10 Months (Jul-2011 – May-2014)

Account/Project 01: FANZ (Fujitsu Australia & New Zealand), Shared Services - Multiple Clients (15+)

Key Achievement: Played a key role in offshoring projects from AUS to IND and starting 24X7 supports.

Account/Project 02: Amberlay an E-commerce project - Europe- UK region.

Key Achievement: Went to the UK and Closely worked with DevOps Architect and other stakeholders in Implementing a LAMP based Application using DevOps open-source tools.

HCL Comnet Systems & Services Pvt. Ltd, Noida, India

Account/Project: Cummins Inc (An US based Project/Client – An American Fortune 500 corporation)

Role: Team Lead - 1 Year 3 Months (Mar-2010 – Jun-2011)

Wipro Infotech, Mumbai, India

Account/Project: ICICI Prudential Life Insurance Company Ltd

Role: Technical Specialist (Managed Services) - 2 Years 9 Months (May-2007 – Feb-2010)

TOOLS

- Packages: MS Office (Word, Excel, and PowerPoint)
- Project Tools: MS Project 2007 & 2010, Trello, ALM, DeltaX, Power BI, CA Clarity, PHQ, Excellent JIRA Boards Administration (including JQL), JIRA Dashboard and Confluence hands on experience (Project management tools).