

# ASHIMA

## AGILE PROJECT MANAGER - Program Delivery, Roadmap Planning, & Dependency Management

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### SKILLS

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- **Agile Delivery:** Scrum Framework, Backlog Refinement, Sprint Planning, Velocity Tracking, SAFe Practices
- **Project Management:** Program Delivery, Roadmap Planning, Project Governance, RAID Management
- **Release Oversight:** Release Planning, UAT Coordination, Deployment Support, Defect Tracking
- **Data Tools:** Microsoft Dynamics 365, Power BI Reporting, Microsoft Project, Jira, Azure DevOps
- **Testing Strategy:** STLC Processes, QA Governance, Test Planning and Root Cause Analysis
- **Scrum Execution:** Sprint Ceremonies, Daily Standups, Iteration Tracking and Burndown Analysis

### WORK EXPERIENCE

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#### Scrum Master (Contract)

November 2024 - May 2025

*L3 Harris Communications*

*Ontario*

- Led Agile program delivery for enterprise CRM modernization by facilitating Scrum events and backlog prioritization, improving team velocity by 20% across iterations.
- Converted business requirements into structured user stories and acceptance criteria with cross-functional teams, decreasing development cycle time by 22%.
- Implemented structured reporting and governance frameworks by managing RAID registers and sprint dashboards, supporting delivery of 6+ enterprise production releases.

#### Agile Project Manager

October 2021 - May 2025

*Concentrix*

*Ontario*

- Monitored Agile delivery for 5+ concurrent CRM initiatives, aligning cross-functional teams to maintain sprint throughput and enhance delivery forecasting by 40%.
- Facilitated backlog refinement, sprint planning, and scope prioritization with stakeholders, lowering requirement volatility by 25% while maintaining alignment with business objectives.
- Enabled adoption of AI-driven QA platform Observe.AI, supporting real-time call analysis and compliance monitoring while reducing manual QA effort by 50%.

#### Project Coordinator

June 2021 - October 2021

*Concentrix*

*Ontario*

- Coordinated sprint schedules and milestone tracking for enterprise IT initiatives by documenting BRD and FRD requirements, improving operational efficiency by 20%.
- Reviewed functional specifications and UAT plans through coordination with developers and QA teams, reinforcing delivery governance and reporting accuracy.
- Facilitated cross-team updates and status reporting for CRM programs, supporting consistent iteration execution and timely completion of sprint milestones.

#### Sr. Quality Analyst

April 2019 - June 2021

*Concentrix*

*Ontario*

- Developed end-to-end testing strategies and quality governance for ERP enterprise applications, minimizing recurring production defects by 35% through root cause analysis.
- Oversaw defect lifecycle with development teams by prioritizing resolution workflows, increasing test coverage, and improving defect detection rates by 25%.
- Trained analysts on structured testing standards and QA practices, achieving 98% stable deployments.

### PROJECT EXPERIENCE

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#### Observe.AI Transformation Program (Financial & Automobile industries)

*Agile Project Manager - Scrum Master*

- Implemented Observe.AI QA across financial and automobile industries, increasing 92% monitored calls.

#### Telecom Infrastructure Modernization Program

*Scrum Master*

- Facilitated Scrum delivery for telecom infrastructure modernization, coordinating engineering and DevOps teams.

### EDUCATION

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#### Master's in Network Engineering & System Analysis

2019 - 2021

*Mohawk College, Hamilton, Ontario*

#### Master's in Computer Science & Engineering

2016 - 2018

*DAV Institute of Engineering & Technology*

#### Bachelor of Technology in Information Technology

2013 - 2016

*DAV Institute of Engineering & Technology*

### CERTIFICATIONS

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- **Certified Scrum Master (CSM) - Scrum Alliance**
- **AI for Scrum Master Certification - Scrum Alliance**