

JITENDRA GARG

SCRUM MASTER | PROJECT MANAGER | TEAM LEADER

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PROFESSIONAL SUMMARY

10+ years of experience in technical delivery and 6+ years of leadership experience.

Played multiple roles in software delivery, working in 9 domains and 20+ technologies.

Certified as Scrum Master and in English language proficiency.

Currently focused on continuous improvement and agile frameworks.

CORE COMPETENCIES

Technical Delivery - Able to deliver IT software and hardware products, keeping up with market trends..

- Delivered 3 projects simultaneously while exceeding quality expectations of the customer.
- Delivered projects in multiple technologies including machine learning and blockchain.

Continuous Skill Improvement - Focusing on improving skills on a regular basis, learning new technologies and industry trends.

- Learnt blockchain, machine learning, Azure, MS Dynamics 365, and Xamarin over the past 3 years while delivering multiple projects.
- Attained certification in Scrum and acted as mentor on Pluralsight.
- Completed multiple personal projects to grasp new technologies.

Stakeholder Engagement - Able to manage multiple stakeholders from multiple backgrounds

- Engaged with C-level executives, working closely to reach organizational goals.
- Worked in 8 cities at client's offices, to improve the feedback cycle.
- Certified in Academic English proficiency to ensure better communication.

Team Management - Can build and elevate teams from multiple geographic locations.

- Worked as hiring manager to build a team including college graduates and seasoned programmers.
- Created and implemented upskilling plans for multiple teams from diverse professional backgrounds.

Delivery Process Optimization - Able to bring internal delivery process to be in line with current market trends.

- Coached senior management including C-level executives on improving agility in organization.
- Implemented Scrum at Scale to improve feedback on organization wide deliverables.
- Prepared and implemented contingency plan, business continuation plan, and IT service roadmap.

PROFESSIONAL CERTIFICATES

Professional Scrum Master 1 by Scrum.org

Infosys Scrum Master by Infosys India

Academic English Proficiency Level 8.0 by IELTS

HIGHLIGHTED PROJECTS

Dollywood Play - A media streaming application designed for iOS, Android, Roku, Apple TV and Web

ConvertNow - A cloud storage solution for legal documents with redaction and conversion capabilities

JK Moving Services mobile app - A native application designed for iOS and Android

VPS SMS - A cargo ship fuel management application designed for windows tablets

Kiranakart.in - An e-commerce solution to provide online storefront for grocers

MyHindiForum - A social media platform for native Hindi speakers

www.manit.ac.in - An official website for MANIT Bhopal with option to manage university facilities

TECHNICAL SKILLS

Primary Languages: C#, ASP.Net, WCF, Web Api 2, HTML5, Javascript, JQuery

Cloud Services: Azure IaaS, Azure PaaS, Ethereum Blockchain, Azure Machine Learning, Azure IoT, Google Cloud Storage, AWS Virtual Machines, Google Domains

Tools and IDEs: Visual Studio 2017, VS Code, SQL Server, Postman, Jira, Slack, Bitbucket, Team Foundation Server, Sonarqube, Jenkins, Github

Others: ASP.Net MVC, WPF, VB.Net, Winforms, Windows Service, CSS3, Solidity, .Net Core, Unity 3D, Xamarin, MS Dynamics 365, Joomla, Wordpress, Flutter.js, Angular 2

EDUCATION

MAULANA AZAD NATIONAL INSTITUTE OF TECHNOLOGY, BHOPAL

Bachelor of Technology in Information Technology - JUNE 2003 - MAY 2007

WORK EXPERIENCE

Digital Convergence Technologies, Pune - **Project Manager**

October 2019 - January 2020

- Executed strategies to improve technical delivery process and cut down risks by 30%
- Implemented upskilling plan to improve technical capabilities of delivery team
- Successfully delivered new features to customer in 60% of estimated effort

Nexshore Technologies, Bangalore & Mysore - **Team Leader**

June 2018 - May 2019

- Won a project from Karnataka's tourism department, delivering newsworthy hardware solutions
- Delivered cloud storage solution designed from scratch within 3 months

- Hired 10+ employees acting as a hiring manager and provided training to get them up to speed
- Implemented proof of concept application in Ethereum Blockchain

Vidushi Software Solutions, Pune & Valsad - **Technical Lead .Net**

August 2017 - May 2018

- Executed Scrum at Scale for client organization and conducted Agile coaching for senior management to improve agility
- Delivered 3 products from scratch with a quality rating of A+, higher than expected B rating
- Led organization wide upskilling program to reach 30% certified employees from 2%
- Implemented proof of concept application in Machine Learning, Jenkins and progressive web applications

Melstar Infotech, Pune - **Technical Analyst**

July 2016 - January 2017

- Led a team of 20+ employees including DevOps, Business Analysts, IT and support staff
- Put contingency plans into practice to improve system availability to 99.5% from 90%
- Owned and led a major product working on transactions over 200 million USD

AISOFT Technologies, Bangalore & Singapore - **Project Leader**

August 2014 - December 2015

- Provided consultation for IT service roadmap, development and release schedule planning
- Managed outsourcing operations of Veritas Petroleum Services as account manager
- Built a team from new hires and led them to a successful delivery for a major product

HUDE Labs, Bhopal & New Delhi - **Lead Technical Consultant**

October 2012 - August 2014

- Created go-to-market strategy for multiple products
- Consulted with multiple clients for software development schedule planning

Wipro Technologies, Bangalore & Mumbai - **Project Engineer**

July 2007 - February 2012

- Won a project from a competing vendor worth 2 million USD
- Reduced required staff by 40% by implementing automated systems
- Won "Key Talent" award in 2007 for performing above expectations

AWARDS & EXTRA CURRICULAR

Awarded Key Talent in 2007 by Wipro Technologies

Created MANIT website (www.manit.ac.in), the official website for alma mater

Technical Supervision for MANIT Student Council

Co-created My Hindi Forum (www.myhindiforum.com), a social platform for native Hindi speakers