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| Soumya pai  Certified scrum master | |
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| CONTACT Phone icon +971504934403  Bubble icon soumya.pai001@gmail.com  Email icon Dubai | | | PROFILE Total 8.2 years of comprehensive experience in IT industry for various roles & responsibilities. (CRM & ERP)  Certified Scrum Master offering 4.5 years of experience in improving processes and complex product deliveries by implementing an Agile environment. Hands-on in training teams and supporting product owners to remove impediments and backlogs, enhance velocity, and help teams adopt Agile methodology. A key team player with strong communication & interpersonal skills. Can quickly adapt and will always add value to business. A true believer in the concept of – ‘Learn, Unlearn & relearn’. | | |
| SKILLS  * team training & Coach team for Agile Methodology * Leadership, team building * Business initiatives * Project Manager – coordnation * Module PROFICIENCY: Material Management, Procurement, CRm & Supply chain * Stand up meetings * Manage Sprints, manage project * Client relationship * PRODUCT VISION | | | EXPERIENCEErnst & Young LLP (Senior Consultant- Scrum Master) Jan 2023 – April 2024  ERP Assessment & implementation  1. Led end-to-end implementation projects for Material Management, procure to pay process, CRM & Vendor management.  2. Engage with potential clients to understand their business requirements and challenges.  3. Conduct a thorough needs analysis to align our product with customer needs.  4. Conduct compelling and informative product demonstrations to showcase the features and benefits of our solution.  5. Customize demonstrations to address specific customer requirements and pain points.  6. Develop a deep understanding of the technical aspects of our product and its integration with diverse IT environments.  7. Collaborate with the product development team to stay informed about the latest features and updates.  8.Collaborate with the marketing team to develop and enhance sales collateral and presentations.  9.Foster a culture of continuous improvement by soliciting feedback from team members and stakeholders and implementing process enhancements as needed RAC IT Solutions Private limited (Senior System Analyst) Aug 2019 – Jan 2023  1. Coach team members and gave guidance to make sure agile methodologies are followed  2. Create and maintain user stories, acceptance criteria, and product backlog items for development sprints  3. Develop comprehensive project plans and manage JIRA stories, epics, and tags.  4. Manage Sprints, Manage schedule, Product back log, refinement retrospective meetings  5. Maintain RACI (Responsible, Accountable, Consulted, Informed) and RAID (Risks, Assumptions, Issues, Dependencies) logs to ensure projects are delivered on time.  6. Collaborate with cross-functional teams including developers, designers, and stakeholders to ensure project requirements are understood and executed effectively.  7. Assist product owner with product back-log- serve as liaison between teams  8. Application review, identifying bugs change management  9. Continuously monitor project progress and make adjustments as necessary to mitigate risks and ensure successful project delivery.  10.Prioritize product features and enhancements based on business value, Market trends, customer impact, and technical feasibility. Bauer AG (CRM Developer) Jan 2019 – July 2019  1. Worked on functional side of Microsoft Dynamics 365 CRM solutions  2. Customized Microsoft Dynamics 365 CRM organizations at the form, entity, relationship, reports, UI, business rules, dialogs, and business unit/user role permission level.  3. Conduct regular project status meetings, provide progress reports, and address any issues or risks that may impact project timelines or deliverables.  4.Coordinate user acceptance testing (UAT) and gather feedback from stakeholders to ensure deliverables meet business requirements and expectations. Platinum Corp Softech Pvt Ltd (Software Developer) April 2017 – Dec 2018  1. Worked on Complete ERP to manage real estate workflow  2. Application development Project- Requirement gathering, project documentation from stakeholder  3. worked on process & maintaining Workflow records to gather and prioritize product requirement  4. Handling most escalations with the project team independently  5.Stay current with industry trends, best practices, and emerging technologies to drive innovation and improve project outcomes. Vitasol Infotech Pvt Ltd (Software Developer) Jan 2016 – Mar 2017  1. Worked on health care-based product  2. Technical requirement gathering & knowledge sharing from organization stakeholders  3. worked on process improvement & Project performance to meet project goals  4. Address customer inquiries and concerns during the presales process.  5.Serve as a point of contact for communication, addressing inquiries, providing updates, and managing expectations throughout the project lifecycle for the business.  6. Stay informed about industry trends, competitor products, and market demands. | | |
| EDUCATION Schooling: Convent Girl’s high School  Diploma: Electronics & Telecomm  Engineering: BE in Electronics Technology Exposure Languages: .net, C#, JavaScript  Database: SQL  Platform: Visual Studio 2015  Tools: JIRA, trello | | |