

# Ajay Kumar Jha

## Scrum Master and Technical Specialist

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- Mission-focused Scrum Master with extensive experience coaching and mentoring highly skilled teams. Bilingual professional with more than 16 years of experience delegating tasks and managing projects.
- More than 18 years of SAP technical experience, working with SAP internal software development teams and at SAP customer sites worldwide
- Strong understanding of ASAP methodology, project management skills, i.e. AGILE and Waterfall methods
- Team-oriented individual promoting exemplary presentation, project management and risk oversight skills. Demonstrative Scrum Master with background communicating effectively with and leading high-performance teams. Considered expert in prioritizing tasks and optimizing workflows.
- Well-versed in building positive relationships with customers and other stakeholders. Strong requirements gathering, scope development and inventory coordination abilities. Skilled at overseeing complex, high-value technical projects with excellent planning competencies.
- Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## Skills

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- Scrum and Agile proficiency
  - Project and Delivery Management
  - Incident, Change and Problem Management
  - HPQC, ServiceNow, Remedy
  - SAP Consulting
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## Work History

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**2018-02 – Current**

### **Scrum Master and SAP Technical Specialist**

*Novo Nordisk India Pvt Ltd, Bangalore, India*

- Assessed each scrum team member's responsibilities and delegated tasks to balance each employee's workload.
- Led sprint reviews, daily scrums and planning meetings to realize full team engagement.
- Anticipated impediments to team delivery involving cultural barriers and logistical challenges.
- Planned Agile best practices and encouraged team cohesion, overcoming impediments and hurdles to productivity.
- Provided extensive guidance on Agile scrum processes and methodologies to highly effective teams with goals of improving quality and productivity.

- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.
- Worked effectively with multiple Scrum teams both internally and off-shore.
- Coached teams in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Managed product backlog and supported Scrum framework for monthly sprint releases

**2017-03 - 2017-08**

## **SAP Technical Specialist**

*Tech Mahindra, Bangalore, India*

- Architected SAP solutions by prioritizing simplicity, appropriate scale, resiliency and maintainability.
- Traveled to client locations to implement SAP solutions and offered post-installation support services.
- Solved functional and technical obstacles and worked closely with project team from different streams.
- Designed deployment automation solutions to expedite implementation of SAP solutions.
- Delivered SAP training, user support and knowledge transfer at end of project and followed up to verify successful implementation.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

**2016-04 - 2016-09**

## **SAP Program Manager**

*A5E Consulting Pvt Ltd, Hyderabad, India*

- Managed team of employees, overseeing hiring, training, and professional growth of employees.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Created plans and communicated deadlines to complete projects on time.
- Carried out day-to-day duties accurately and efficiently.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Used coordination and planning skills to achieve results according to schedule.
- Collaborated with team members to achieve target results.
- Exceeded goals through effective task prioritization and great work ethic.
- Participated in team-building activities to enhance working relationships

**2011-10 - 2016-03**

## **SAP Project Manager**

*NorthGate Arinso Pvt Ltd, Hyderabad, Andhra Pradesh*

- Architected SAP solutions by prioritizing simplicity, appropriate scale, resiliency and maintainability.
- Traveled to client locations to implement SAP solutions and offered post-installation

support services.

- Designed deployment automation solutions to expedite implementation of SAP solutions.
- Multitasked and managed multiple deliverables and projects concurrently and facilitated use of SAP for enterprise resource planning.
- Coached and supported third-party clients, creating self-sufficient competencies within customer service personnel.
- Solved functional and technical obstacles and worked closely with project team from different streams.
- Delivered SAP training, user support and knowledge transfer at end of project and followed up to verify successful implementation.
- Investigated and corrected or escalated project problems.
- Produced reports and updated customers and senior leaders on progress and roadblocks.
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Enforced alignment of project strategy with business objectives and made modifications to promote efficient project completion.
- Closely collaborated with project members to identify and quickly address problems.

**2010-08 - 2011-09**

### **SAP Project Lead /Senior Consultant**

*Yash Technologies, Hyderabad, Andhra Pradesh*

- Boosted success of client's organization by improving performance, motivation, job satisfaction, hiring practices, training programs and management systems.
- Determined areas for improvement and implemented processes to alleviate problems.
- Identified business issues through careful collaboration with key stakeholders.
- Developed service plans in consultation with clients, and performed follow-ups assessing quantity and quality of services.
- Evaluated clients' needs and created plan of action to provide solutions.
- Developed ABAP solutions based upon clients' strict requirements.
- Monitored technology use and program functionality, updating programs and making changes to enhance output.
- Troubleshoot issues by understanding issue, diagnosing root cause and coming up with effective solutions.
- Prioritized projects and project tasks depending upon key milestones and deadline dates.

**2007-03 - 2010-06**

### **Systems Analyst**

*Convergys, Hyderabad, Andhra Pradesh*

- Traveled to client locations to implement SAP solutions and offered post-installation support services.
- Multitasked and managed multiple deliverables and projects concurrently and

facilitated use of SAP for enterprise resource planning.

- Solved functional and technical obstacles and worked closely with project team from different streams.
- Delivered SAP training, user support and knowledge transfer at end of project and followed up to verify successful implementation.
- Designed, developed, modified and debugged programs.
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs and enhancements.

**2006-09 - 2007-01**

### **ABAP Technical Lead**

*ENzen Global Solutions Pvt Ltd, Bangalore, Karnataka*

- Carried out day-to-day duties accurately and efficiently.
- Led projects and analyzed data to identify opportunities for improvement.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

**2005-03 - 2006-08**

### **ABAP Consultant**

*Siemens Information Systems Pvt Ltd, Pune, Maharashtra*

- Traveled to client locations to implement SAP solutions and offered post-installation support services.
- Solved functional and technical obstacles and worked closely with project team from different streams.
- Delivered SAP training, user support and knowledge transfer at end of project and followed up to verify successful implementation.
- Multitasked and managed multiple deliverables and projects concurrently and facilitated use of SAP for enterprise resource planning.
- Supervised work of programmers, designers and technicians, assigned tasks and monitored performance against targets.
- Designed and developed forward-thinking systems that meet user needs and improve productivity.
- Designed, developed, modified and debugged programs.

**2004-03 - 2005-02**

### **ABAP Consultant**

*Growel Softech Pvt Ltd, Mumbai, Maharashtra*

**2001-05 - 2004-01**

### **Technical Support Executive**

*Intellect Data Systems, Bangalore, Karnataka*

**2000-03 - 2001-04**

### **EDP Assistant**

*Clarks Group of Hotels, Varanasi, Uttar Pradesh*

## ***Education***

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- 2006-01 - 2008-2**      **MCA: Computer And Information Sciences**  
*National Institute of Management - Mumbai*
- 1993-04 - 1996-03**      **Bachelor of Science: Mathematics**  
*Banaras Hindu University - Varanasi*

## ***Certifications***

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- 2021-12**      SAFe Scrum Master
- 2021-08**      PMI Certificate in Project Management (PMP)
- 2018-08**      Information Technology Infrastructure Library V3 (ITIL)