SUJITA PANDEY
Scrum Master/Asst. Project Manager

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SUMMARY

- Certified **Scrum Master** and **Assistant Project Manager** with over **3+ years of experience** managing Agile project delivery and infrastructure execution in **Finance** and **automotive** sectors.
- Proficient in **Agile**, **Scrum**, **SDLC**, **JIRA**, **Trello**, **Azure DevOps**, **Terraform**, and **Power BI**, supporting end-to-end project lifecycle and sprint execution.
- Led **cross-functional teams** in backlog grooming, sprint planning, and risk mitigation, delivering **40+ sprint cycles** across multiple product lines and IT initiatives.
- Managed infrastructure provisioning and automation using **Azure** and **GCP**, coordinating the deployment of **20+ application environments** with reduced lead time.
- Developed executive dashboards and real-time reports with **Power BI**, **SQL**, and **Grafana**, enhancing project visibility for leadership and stakeholders.
- Documented compliance protocols, delivery milestones, and sprint retrospectives in **Confluence**, streamlining audits and process transparency.
- Completed certifications in **Software Product Management** (University of Alberta), **Scrum Methodology** (Skillsoft), and **Cloud Computing** (Google, LearnQuest, IBM).
- Strong communicator with expertise in **stakeholder coordination**, **vendor management**, and **resource allocation**, ensuring project alignment and delivery continuity.

EDUCATIONS

Bachelor of Engineering in Software Engineering   **11/2016 – 12/2021**
Pokhara University   Nepal

SKILLS

- **Project & Delivery Management**: Agile, Scrum, Sprint Planning, Project Lifecycle Management, Risk & Issue Tracking, JIRA, Trello, SDLC, Product Backlog Grooming, Resource Allocation, Scrum Ceremonies
- **Testing & QA**: Python (BeautifulSoup, Selenium), Java (JUnit, TestNG, Mockito), Postman, REST Assured, SoapUI, Cypress, Test Case Management
- **DevOps & Automation**: Jenkins, GitLab CI/CD, GitHub Actions, CircleCI, Azure DevOps, Terraform, Prometheus, Deployment Coordination
- **Databases & Visualization**: SQL, MySQL, MongoDB, Power BI, Tableau, Grafana, Pandas, Data Analysis & Reporting
- **Web Development**: Django, HTML5, CSS3, Bootstrap, JavaScript, ReactJS, Object-Oriented Design (UML), Figma
- **Cloud & Virtualization**: Microsoft Azure, Google Cloud Platform, VMware, Server Infrastructure Management
- **Productivity & Collaboration Tools**: Microsoft Office (Excel, PowerPoint, Project), Git, GitHub, ServiceNow, Confluence, Stakeholder Communication.

EXPERIENCE

BNY Mellon   **10/2024 – Current**
Scrum Master / Asst. Project Manager   NJ, USA

- Led Agile ceremonies across 3 financial product teams, delivering 20+ sprints focused on payment processing, trade reconciliation, and digital onboarding tools with improved velocity and sprint predictability.
- Coordinated multi-department collaboration between engineering, QA, and compliance to support enhancements in client portfolio platforms and custodial banking systems using JIRA and Confluence.
- Drove backlog grooming and roadmap sessions aligned with financial release calendars, ensuring feature prioritization for regulatory reporting, treasury dashboards, and internal audit tools.
- Oversaw risk mitigation strategies and issue resolution across high-priority projects, including a cash settlement module and internal fund transfer workflow, resolving 15+ blockers across geographically distributed teams.
- Managed Azure DevOps pipelines and Terraform-based environment setups for production and sandbox banking platforms, reducing infrastructure provisioning time by 40%.
- Built interactive Power BI dashboards to visualize project health metrics like delivery timelines, budget adherence, and sprint burndown, enabling weekly reviews with executive stakeholders.
- Maintained compliance documentation (SOX, FINRA) and tracked audit readiness checkpoints in Confluence, aligning all deliverables with regulatory expectations.
- Liaised with external fintech vendors and internal procurement teams to fast-track integration of third-party APIs and tools across treasury and client servicing platforms.

General Motor Technical Center   06/2023 – 09/2024
Scrum Master / Ass. Project Manager   Warren, MI, USA
- Facilitated **Agile ceremonies** across 3 product teams using **Scrum practices**, driving delivery alignment and enabling successful completion of **28+ sprint cycles** on schedule.
- Championed backlog grooming and sprint planning in **JIRA**, **Trello**, and **Azure DevOps**, improving task clarity and enhancing cross-team coordination for 5 development squads.
- Directed end-to-end **SDLC execution** for a ReactJS-based web platform, collaborating with **UI/UX, DevOps, and QA** teams to launch **12 core features** within the release timeline.
- Implemented **risk and issue tracking frameworks** using **Confluence** and **ServiceNow**, streamlining escalation procedures and reducing resolution time by **14 business hours per issue**.
- Spearheaded **DevOps enablement** through **Azure DevOps** and **GitLab CI/CD**, accelerating pipeline execution and saving **10 hours/week** in manual deployment tasks.
- Orchestrated UAT cycles with QA teams utilizing **Postman**, **REST Assured**, and **Selenium**, identifying **120+ test cases** and enabling defect resolution ahead of user acceptance deadlines.
- Mentored 4 junior Scrum team members on **Agile best practices**, improving team collaboration, ownership, and sprint review quality across **2 integrated platforms**.
- Developed executive-level **dashboards** using **Power BI** and **SQL**, delivering real-time project KPIs for **7 stakeholder groups** and enhancing visibility into sprint velocity and burn-down trends.

General Motor Technical Center   06/2022 – 06/2023
Infrastructure Delivery Manager   Warren, MI, USA
- Directed the deployment of **infrastructure solutions** across 4 enterprise environments, coordinating with cross-functional teams to complete **16 major releases** on time.
- Oversaw **end-to-end infrastructure project lifecycle** using **SDLC**, **Agile**, and **Trello**, ensuring seamless delivery of compute, storage, and network components.
- Streamlined provisioning through **Terraform** and **Azure DevOps**, automating VM and resource setup for 20+ projects, reducing setup time by **12 hours per request**.
- Collaborated with **cloud architects** to design scalable environments using **Microsoft Azure** and **GCP**, enabling application migration for **3 business-critical platforms**.
- Monitored delivery KPIs via **Power BI** and **Grafana**, generating reports that informed infrastructure decisions across **5 functional units**.
- Led **incident response coordination** using **ServiceNow**, resolving infrastructure outages and minimizing downtime impact across **6 global teams**.
- Guided vendor management and procurement activities, securing resources for **$1M+ delivery pipeline** and improving resource availability across 3 program areas.
- Facilitated stakeholder updates and technical documentation in **Confluence**, maintaining delivery traceability and improving handover efficiency for **10+ infrastructure projects**.

CERTFICATIONS

- **Software Product Management Specialization**, University of Alberta
  (Includes: Agile Planning, Software Requirements, Metrics & Reviews, Product Management Capstone) – 2020
- **Agile Foundations & Scrum Methodology**, Skillsoft – *2023*
- **Scrum Master: Sprint Goals & Planning**, Skillsoft – *2023*
- **IT Scrum Master Specialization**, IBM – *Completed*
- **Cloud Computing Basics**, LearnQuest – *Completed*
- **Introduction to Cloud Identity**, Google Cloud – *Completed*
- **Responsive Web Design**, freeCodeCamp – *2021*
- **Digital Product Management**, University of Virginia – *In Progress*
- **Google Data Analytics**, Google – *In Progress*