

## Alpa Shah

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### *Senior Technical Program Manager/Scrum Master/Agile Coach*

- Accomplished and Technologically Savvy Technical Program Manager and Certified Scrum Master with over 20+ years of software industry experience with strong business acumen.
- 8+ years of experience in successfully leading/driving multi-geo multi-functional complex technical projects using Agile Practices
- Proven track record of delivering innovation, growth, and customer satisfaction while building high performing teams in a global environment for Software organizations.
- Recognized for a team-oriented servant leadership style and superior interpersonal and communication skills.
- Proven Agent of change to lead the teams through Agile Transformation.
- Hands on experience with all aspects of product launch.
- Thrives under ambiguous environments and recognized for bringing an order to the chaotic environment. Passionate about absorbing latest technological trends.
- Creative problem solver. Lead through complexity, ambiguity, chaos and solved by difficult challenges.
- Thrives in established as well as startup environment and have been successful motivating cross-functional teams to deliver products that enable organizations to create customer value.
- Expert in agile (Scrum, Kanban) and waterfall project management methodologies. Managed large project teams and known for high-quality deliverables that met or exceeded expectations, timeline and feature targets.

### *Technical Skills*

- **Project Management:** JIRA, Confluence, Prochain, Rally, Trello, Slack, Power user of Microsoft Office Suite (Project, Excel, Visio, Word, Powerpoint, Sharepoint)
- **Bug Tracking** Redmine, JIRA, Bugzilla, HPQC
- **Source Code Control:** Clearcase, Perforce, GitHub
- **Data Analysis:** Advanced MS Excel including Pivot tables
- **Test Automation/Test Management:** HP Quality Center, SilkTest, WinRunner
- **Technologies:** Familiarity with latest trends like Big Data, Cloud Technology and Analytics
- **Operating Systems:** MS Windows Redstone/10/8.1/7/Vista/XP, Linux, Android
- **Languages/Scripts:** Visual C++/C#, Ruby, Python, PHP, TCL/TK

## *Education*

- Bachelor of Science, Computer Engineering L.D. College of Engineering, India
- Project Certifications: Certified Scrum Master (Scrum Alliance), PMP training in progress.

## *Experience and Notable Contributions*

SENIOR PROJECT MANAGER/SCRUM MASTER, HASATI TELECOM INC, SANTA CLARA, CA (AUGUST 2016-PRESENT)

- Responsible for all aspects of cross-geo, cross-functional project from inception to launch of a mobile application in wireless network performance benchmarking domain using Agile/Lean methodologies.
- Responsible for running the Scrum meetings – Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective meetings for development and QA/test teams.
- Responsible for creating/managing and prioritizing user stories/acceptance criteria and perform backlog grooming for cross-functional teams
- Pioneered the CI and TDD practices within organization, which improved quality and frequency of the releases.
- Demonstrated experience in coordinating with cross-geo technological partners such as ODM and RF Engineering Field Operation Contractor.
- Designed, Developed and documented innovative processes/solutions to ensure the efficient execution of daily activities of the field operations. Identified Operations Pain points and developed processes to mitigate the pain points.
- Proactively performing scope management and risk management for all the projects.
- Ensured the compliance of the field operations with customer requirements as well as local/government laws.
- Responsible for generating project related documents and post launch release notes.
- Key team member for generating wire frames and current/to-be state workflows for GUI of mobile application
- Involved in comparative analysis of Rally and JIRA for the next product of choice for the organization.

SENIOR TECHNICAL PROGRAM MANAGER/SCRUM MASTER/AGILE COACH, VPG, INTEL CORPORATION, SANTA CLARA, CA (2009-2016)

Lead and provided strategic direction to globally dispersed teams comprising of over 90+ engineers from Waterfall to Agile Methodology. Handled simultaneous execution of multiple projects using Agile methodology during the life cycle of the program. Managed the delivery of a Core component of the graphics driver (comprising of Kernel Mode Driver, Graphics Memory Manager and Power Conservation features) for Intel GPUs

*Selected Contributions:*

- Managed all aspects of software delivery from inception/requirements gathering to post-launch for multiple programs using Agile Practices.
- Provided Scrum master support and maintained product backlog for the multiple cross-geo engineering teams on multiple programs
- Handled SDLC of multiple programs using JIRA (Scrum/Kanban).
- Developed program schedules and established POR at the inception of the program using MS Project/Prochain.
- Handled the identification of technical deliverables, determined cross-functional dependencies, and resource planning to build the schedule.
- Forecasted, Analyzed and prioritized the resources and tasks to deliver highest ROI on key features inclusion and project schedule following the theory of constraints (TOC) methodology.
- Interfaced with cross-functional teams (Development, QA, Architecture, Marketing teams) from planning phase to the closing phase of the multiple programs.
- Proactively performed risk management for the programs and kept stakeholders well informed with potential risks and mitigation plans.
- Demonstrated the ability to comprehend technical challenges during the product lifecycle and drive them to closure.
- Analyzed the customer filed issues and appropriately triaged and prioritized to get them fixed
- Worked with respective stakeholders to ensure the smooth progress of the program and resolve roadblocks during implementation.
- Lead the transformation for moving to CI/CD and TDD practices in the organization
- Interfaced with internal customers on collecting requirements and worked with the engineering teams for implementation.
- Lead the release planning meetings and determined GO/No-GO for the cadence software releases.
- Demonstrated proven ability to bring team together and easily bond with team members, as well as display excellent communication and presentation skills
- Maintained superior client relationship by collaborating with cross-functional teams during the program definition and execution phases to resolve cross-team dependencies.
- Managed creation of project plans, business requirements and release notes.
- Designed SharePoint dashboards and the Wiki to publish program status/risks/mitigations for stakeholders.
- Generated Agile matrices using JIRA and MS Excel (Pivot tables and graphs).

#### SENIOR SOFTWARE ENGINEER, VPG, INTEL CORPORATION, SANTA CLARA, CA (2003- 2009)

Served as the Lead QA Engineer in defining test strategies, test plans, and test tools for multiple generations of Intel GPU products. Focused on the validation of kernel mode driver, graphics memory manager, and complex content protection technology including Intel's Protected Audio Video Path (PAVP) and Intel's Wireless Display.

#### *Selected Contributions:*

- Demonstrated strong understanding of the complete SDLC/ QA concepts and strategies.

- Analyzed architectural specification and designed thorough functional test plans with detailed test cases, test scripts, and test reports for each internal product release. Designed/developed test tools and test scripts using Visual C++ and Python/Ruby
- Analyzed/published test results of the periodic regression testing and generated key indicators. Generated requirements traceability matrices to verify that all requirements were tested/verified.
- Developed multiple test applications as proof-of-concept vehicles for next-generation graphics driver implementation for new features of the GPU.

**SENIOR NETWORK SOFTWARE ENGINEER, NPD, INTEL CORPORATION, SANTA CLARA, CA (2001 – 2003)**

- Led/directed multi-site teams to validate multiple components of the IXA SDK 3.0.
- Designed/developed multiple test applications to test the SWLibrary including cryptographic functions and micro 'C' compiler components of IXA SDK using assembly/micro 'C' in Linux. Automated numerous test cases using scripting languages Tcl/Tk.

**SENIOR SOFTWARE ENGINEER, CCD, INTEL CORPORATION, PARSIPPANY, NJ (1999-2001)**

- Navigated CT Media 2.1 SDK from requirement analysis through test tool development phase.
- Performed Object Oriented Analysis and modeling using UML, ToGather 4.0 and Rational Rose.
- Designed, developed and enhanced various test applications using Visual C++ and MFC library on Windows NT.
- Developed test plans, test cases and test reports for each release of the product. Also generated requirements traceability matrix to verify that all the requirements are tested and verified.

**SOFTWARE CONSULTANT, EBS DEALING RESOURCES, PARSIPPANY, NJ (1998-1999)**

- Design, Development and Documentation of various enhancements to the Electronic Brokerage System (EBS) Spot Dealing System Software using Visual C++ on Windows NT.
- Responsible for design and development of new data collection module (Arblog) in the EBS Dealing system adhering to the established internal SDLC processes.

**SOFTWARE ASSOCIATE, COOPERS & LYBRAND, PARSIPPANY, NJ (1996 - 1998)**

- Designed, Developed and documented various Interactive Voice Response (IVR) Systems using C with Oracle data-base interface under UNIX operating system environment, for managing employee benefits for various clients.
- Managed the change requests for existing IVR systems and developed troubleshooting tools and queries to interface with the Oracle Database from the 'C' Programs.
- Demonstrated excellent Teamwork capabilities while interacting with other group members