Balaji Palani

SENIOR SCRUM MASTER / AGILE DELIVERY LEAD

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Mumbai / Pune, India (Immediate Joiner | Open to Pan-India / Remote)

PROFESSIONAL SUMMARY

Senior Scrum Master with 7+ years in IT and 4+ years in Agile delivery, specialising in sprint facilitation, impediment removal, and cross-team dependency management. Managed three concurrent Scrum teams on a UK BFSI programme, improving sprint velocity by 20% and reducing mid-sprint blockers by 40%. CSM and SAFe 6.0 certified, with extensive experience across BFSI, FinTech, Telecom, and E-commerce domains for clients in the UK, US, Australia, and Europe. Strong technical foundation in React.js, React Native, and AWS cloud deployments.

CORE COMPETENCIES

Scrum | SAFe 6.0 | Kanban | Release Planning | Sprint Planning | Impediment Removal | Cross-Team Dependency Tracking | Velocity Tracking

WORK EXPERIENCE

MITS Global Consulting

Jun 2024 - Mar 2026

Senior Scrum Master

Jun 2024 - Mar 2026 | Client: UK BFSI programme | Managed 3 concurrent Scrum teams (8-9 members each)
Mumbai, India

- Coordinated three product teams of 8 to 9 members each, addressing cross-team dependencies and ensuring alignment, resulting in improved collaboration and timely product delivery.
- Implemented Definition of Ready (DoR) and Definition of Done (DoD) for three Scrum teams, enforcing criteria through Jira automation, reducing sprint planning time by 30% and eliminating unclear story requirements.
- Increased sprint velocity by 20% over two quarters by enhancing retrospective effectiveness and diligently tracking action items.
- Coordinated QA and DevOps resources shared across the three teams through a dependency tracker, which brought mid-sprint blockers down by roughly 40%.
- Collaborated with 5+ client executives, product and infrastructure teams, and external vendors to track 30+ project dependencies using Jira, resolving cross-team issues within 48 hours across multiple projects.
- Facilitated workshops on estimation and user story slicing, teaching practical techniques that led to a 15% increase in team velocity for two cross-functional teams.
- Coached two Scrum Masters on the programme by conducting team health check assessments and redesigning retrospective formats, leading to increased team engagement and improved sprint outcomes.

Incedo Inc

Sep 2023 - Apr 2024

SAFe Scrum Master

Sep 2023 - Apr 2024 | Client: Verizon (Telecom) | 1 team within a 10-team Agile Release Train
Pune, India

- Led an Agile team of 8 members in Verizon's SAFe delivery model, enhancing collaboration and increasing delivery speeds by 15% using Jira for tracking progress.
- Coordinated objectives, dependencies, and risks for two PI Planning events involving five cross-functional teams across the Agile Release Train (ART).
- Participated in Scrum of Scrums to align with 5+ cross-functional teams on the Agile Release Train (ART) and proactively identified and escalated cross-team risks.

- Facilitated bi-weekly backlog refinement sessions with the Product Owner, ensuring 20+ user stories were clearly defined and prioritized ahead of sprint planning.
- Facilitated daily standups, sprint planning, reviews, and retrospectives, resulting in a 15% increase in project delivery timelines and clearer communication across team members.

CDP360 Technologies Pvt Ltd

Jun 2022 - Jul 2023

Scrum Master / Project Lead

Jun 2022 - Jul 2023 | Client: International e-commerce & mobile app projects
Chennai, India

- Managed a team of 6 developers and 2 QA testers across two international client projects and successfully delivered 6 projects.
- Increased software release delivery speed by 20% over six months by implementing Agile best practices for a cross-functional team.
- Created clearer user stories with defined acceptance criteria, reducing mid-sprint scope changes by 30% and minimizing carried-forward stories from 10 to 3 per sprint.
- Developed and implemented new Jira and Trello workflows for a team of 15 members, addressing previous setup issues that caused unclear reporting and low stakeholder visibility.
- Guided a team of 5 through mobile app development using React Native and managed cloud deployments on AWS services including S3, Amplify, and ECS.

Azure Soft Tech Solutions

Dec 2018 - May 2022

Frontend Developer

Dec 2018 - May 2022 | Multiple customer-facing React.js / React Native products
Chennai, India

- Built web and mobile applications using React.js and React Native with Redux for state management and Webpack across multiple customer-facing products.
- Managed over 10 AWS deployments using S3, Amplify, and ECS, successfully transitioning applications from development to production.
- Led Agile sprint cycles for a cross-functional team of 8 developers on 5+ React projects using Jira, achieving a 30% decrease in sprint cycle time.

EDUCATION

Bachelor of Engineering (B.E.), Computer Science & Engineering Anna University — 2016
Chennai, India

CERTIFICATIONS

Certified ScrumMaster (CSM)	Scrum Alliance	2022
SAFe 6.0 Scrum Master	Scaled Agile	2023

SKILLS

Agile Frameworks: Scrum, SAFe 6.0, Kanban, Release Management, Agile Release Train (ART), Scrum of Scrums

Agile & Release Practices: Sprint Planning, Daily Scrum, Sprint Retrospective, Release Governance & Planning, PI Planning, Impediment Removal, Cross-Team Dependency Tracking, Capacity Planning, Velocity Tracking, Definition of Ready (DoR), Definition of Done (DoD)

Tools: Jira, Azure DevOps, Jira Automation, Confluence, Power BI, Rally, Miro, Trello

Technical Foundation: React.js, React Native, AWS (S3, Amplify, ECS), CI/CD workflows & pipelines