

Santhosh Reddy

Senior Scrum Master & Agile Coach for AI-Enabled Engineering Teams

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PROFESSIONAL SUMMARY

Senior Scrum Master and Agile Coach with 15+ years in Agile delivery, quality engineering, and technical leadership across telecommunications, aviation, healthcare, financial services, and eCommerce. Leads delivery recovery, cross-functional coordination, and quality-engineering initiatives that turn fragmented delivery into predictable, measurable outcomes. Since 2025, this work has expanded into AI-assisted engineering and delivery transformation, applying governed workflows to reporting, documentation, and backlog administration with human review, traceability, and team accountability. Combines Scrum leadership, stakeholder alignment, release-readiness discipline, and practical AI governance to improve delivery confidence across complex enterprise teams.

CORE COMPETENCIES

Agile Coaching · Scrum Leadership · Enterprise Delivery · Delivery Recovery · Quality Engineering · Release Readiness · Cross-Platform Coordination · Stakeholder Alignment · Program and Dependency Coordination · Risk and Impediment Management · Continuous Improvement · AI-Assisted Delivery · AI Governance · Delivery Metrics and Visibility · Jira and Confluence Administration

PROFESSIONAL EXPERIENCE

TELUS | Senior Scrum Master / Agile Delivery Lead | 2021 – Present

- Lead Agile delivery across 5 product platforms (Android Mobile, iOS/tvOS, Web, Smart TV, Android TV) within a large-scale video streaming ecosystem, coordinating 5 client development teams and an 18-member QA organization.
- Coordinate release planning and quality readiness for approximately 29 client and backend releases annually, including PI Planning, dependency management, and cross-team risk mitigation.
- Built executive-level Jira and Confluence dashboards for release readiness, defect trends, and automation health, eliminating siloed QA tracking and duplicate Dev/QA work.
- Facilitated cross-functional workshops aligning Product, Development, QA, and Scrum Masters around same-sprint testing and integrated delivery.
- Partnered with Development and QA Automation teams across End-to-End, Regression, Smoke, and Sanity suites, improving visibility into automation health and release readiness.
- Beginning in 2025, introduced AI-assisted workflows for defect documentation, backlog administration, and release reporting, with human review and traceability built into each workflow.
- Since 2025, applied practical AI-use guardrails that preserve team accountability for delivery decisions, quality validation, and published documentation.

QHR Technologies | Scrum Master / Agile Coach | 2020 – 2022

- First Scrum Master hired at the organization, initially coaching 2 development teams on the Accuro EMR platform before later expanding Agile support across the organization.
- Established Scrum ceremonies, Definition of Ready, Definition of Done, and structured backlog refinement as teams built Agile maturity.
- Conducted Agile maturity assessments and analyzed production-incident trends to guide continuous improvement initiatives across multiple development teams.
- Partnered with Engineering and QA leadership to integrate testing into the same sprint, replacing testing that had previously lagged a sprint behind development.
- Reduced quarterly production incidents from hundreds to single-digit levels over approximately 8 sprint cycles through same-sprint testing, Agile maturity improvements, and incident-trend analysis.

AT&T | Scrum Master / Agile Coach | 2018 – 2020

- Scrum Master for an 8-member AT&T eCommerce development team, managing 5–10 unplanned requests per sprint through structured intake governance and dedicated triage workflows.
- Coordinated delivery dependencies with adjacent upstream and downstream teams, reducing cross-team handoff friction.
- Enforced Definition of Ready discipline so architecture and design questions were resolved before sprint planning, reducing mid-sprint rework.
- Strengthened code-review discipline and helped the team build test automation within the same sprint.
- Used burndown trends and sprint metrics to improve planning accuracy and restore delivery predictability.

Boeing | Scrum Master | 2017 – 2018

- Scrum Master for the Boeing Aviator Electronic Flight Bag platform, coordinating one onshore and one offshore development team across iOS and Windows.
- Inherited a Windows platform approximately 6 months behind iOS; drafted a phased recovery roadmap prioritizing 12 customer-critical features by client usage.
- Secured shared architecture, UX, business analysis, and QA capacity from the iOS stream without increasing headcount.
- Delivered 12 customer-critical features across approximately 6 sprint cycles and received a Boeing Certificate of Achievement for leadership and stakeholder alignment.

Sammons Financial Group | Scrum Master | 2016 – 2017

- Supported an Agile transformation across multiple software development teams moving from Waterfall to Agile delivery.
- Improved stakeholder transparency, release planning, backlog management, and team performance visibility.

Avaya | Scrum Master | 2011 – 2014

- Facilitated Scrum adoption across multiple teams in a communications technology organization.
- Led dependency management, release coordination, stakeholder communication, and Agile coaching.

Flipkart | Business Analyst | 2009 – 2011

- Conducted requirements gathering, stakeholder workshops, and process and gap analysis for eCommerce initiatives.
- Coordinated User Acceptance Testing (UAT) across delivery cycles.

EDUCATION

Master of Science (M.S.), Information Technology

Missouri Western State University, USA | 2014–2016

CERTIFICATIONS

- Professional Scrum Master II (PSM II), Scrum.org — 2025
- Professional Scrum Master I (PSM I), Scrum.org — 2017
- Certified ScrumMaster (CSM), Scrum Alliance — 2017
- SAFe Scrum Master (SSM), Scaled Agile — 2018

TOOLS AND TECHNOLOGIES

Jira, Confluence, Azure DevOps, Microsoft Azure, Rally, VersionOne, AgileCraft, Microsoft Project, SharePoint, SQL, Salesforce, GitHub, GitHub Copilot, Claude Code, ChatGPT, Gemini AI