

FIRSTNAME LASTNAME

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An experienced Scrum Master/Project Manager with a proven record of driving project success in the IT industry. Excel in serving Agile teams, project planning, minimizing scope change, and controlling project performance.

A servant leader for high-performing influence technology teams to improve their ability to self-manage, produce high-quality work, and set the bar for delivery expectations through advanced Agile project management practices, innovative retrospectives, and teambuilding activities to increase team morale.

Led an agile feature team to incrementally re-platform payments functionality that better responded to businesses' and customers' rapidly changing needs.

Drove forward agile team to complete 100% of committed objectives in a **Potentially Shippable Product Increment**.

CORE COMPETENCIES

- Certified Scrum Master with a thorough understanding of iterative software development, Lean and Agile framework such as Scrum, Kanban, and SAFe.
- Experience in diversified fields of the Software Development Life Cycle with expertise in managing end-to-end lifecycle processes using Agile methodologies.
- Well-versed in DevOps, Continuous Integration, and Continuous Delivery.
- Excellent team facilitation and conflict resolution skills, including arbitration, and negotiation.

Areas of Expertise Include:

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| ✓ Team Building & Agile Leadership | ✓ Kanban | ✓ Conflict Management |
| ✓ Communication | ✓ Data Analysis | ✓ Critical Thinking |
| ✓ Scaled Agile Framework (SAFe) | ✓ Coaching | ✓ Quality Assurance |
| ✓ Active Listening | ✓ Analytical | ✓ Problem Solving |

Technical Tools:

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|------------------------|-------------------------|--------------------------------------|
| ✓ Jira, Confluence | ✓ Trello | ✓ Slack |
| ✓ Miro | ✓ ServiceNow | ✓ Moderate Jira |
| ✓ Jira & JQL Med>High | ✓ Advanced Jira Reports | ✓ Teamretro |
| ✓ Zoom | ✓ Webex | ✓ Microsoft Suite |
| ✓ Okta | ✓ Microsoft Teams | ✓ Dashboards Management |
| ✓ Management – Propelo | ✓ SailPoint | ✓ Microsoft Project |
| ✓ Salesforce CRM | ✓ IBM SPSS | ✓ Gitlab for DevOps (CI/CD pipeline) |

CERTIFICATIONS

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| ✓ Professional Scrum Master™ I (PSM I) | ✓ IAB Digital Marketing and Media Foundations Certification | ✓ CAP – Security Assessment and Authorization Certification |
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EXPERIENCE & NOTABLE CONTRIBUTIONS

Columbia Sportswear Company • Portland, OR • 08/2020 – 10/2022

SCRUM MASTER

- Coached Agile practices (Scrum, Kanban, SAFe Frameworks) within Salesforce Platform teams to ensure a shift of mindset, and behavior and facilitate events and ceremonies.
- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.
- Experienced working in a multi-team environment and collaborating with management.
- Employed Kanban to improve team velocity.
- Removed impediments for teams that sorted stagnation.
- Assisted the product team in learning and applying Scrum to achieve business value in each sprint.
- Continually monitors and evaluates industry trends for department implementation.
- Proactively identified and found ways to resolve issues to prevent distractions and keep projects on track.
- Assisted teams during the Program Increment in crafting and meeting their objectives.
- Continuously helps the agile team learn and grow by assessing work and providing ongoing feedback.
- Facilitated the work that flows in and out of the sprint, and helps the team prioritize the work.
- Owns, tracks, and reports the team's sprint velocity, sprint burndown, release burndown, and risks within a sprint.
- Led the scrum team(s) when new organizational or department agile/SDLC changes are required to achieve successful technology releases for each product line.
- Planned Agile best practices and encouraged team cohesion, overcoming impediments and hurdles to productivity.
- Pushed cross-team or department changes up to managers for their bi-weekly issue resolution meeting.
- Guided the Salesforce Platform team to define, update, and uphold working agreements to ensure the team is aligned and has a strong sense of purpose during each sprint.
- Removed roadblocks using peer relationships, and formal channels.
- Provided coaching to staff-level Scrum Masters, and Product Owners necessary.

Aclara Technologies LLC • Solon, OH • 03/2019 – 08/2020

SCRUM MASTER

- Facilitated scrum ceremonies, Daily stand-up, Sprint planning, Review, and Retrospectives. Facilitated continuous improvement by giving teams insight into what's working and what's not through metrics, analysis, and retrospectives.
 - Facilitated ceremonies, collaboration, communication, and conflict management.
 - Facilitated and led application teams through a discovery process to determine the appropriate Access Control Solution (ACS) and to provide project management services to complete technical and process changes for each assigned application.
 - Removed impediments faced by team members.
 - Ensured open communication between team members, product owner, and administration.
 - Worked to remove impediments to decision-making and be able to allocate personnel to problems while providing guidance.
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- Understood and was able to articulate strategic and product planning and goals in the team's environment and progress toward them.
- Supported the Product Owner in ensuring the product backlog is properly refined - prioritizing to maximize value and using creative techniques for elaborating user stories to be ready for the upcoming 1-2 sprints.
- Assisted the team with making appropriate commitments through story selection and task definition.
- Ensured the team understands the need for clear and concise Product Backlog items and achieve this through techniques such as user story slicing and acceptance criteria.
- Recommended improvements and assisted in changes to best practices.
- Worked effectively with multiple Scrum teams, both internally and externally.
- Created IAM user accounts and role-based policies for access to AWS services.

Staples • Framingham, MA • 11/2016 – 03/2019

SCRUM MASTER

- Facilitated daily Scrum meetings, timeboxes, and responding to the impediments, tracking baseline, sprint planning, and sprint retrospectives.
- Followed Scrum framework to provide an iterative release of tested and valuable increments in 2-week sprints.
- Coordinated cross-functional teams to develop business requirements using User Stories.
- Actively participated in scrum ceremonies, especially the product backlog refinement, sprint planning, daily Scrum, sprint retrospectives, and sprint acceptance ceremonies.
- Managed weekly and monthly sprints in an Agile environment using Jira.
- Led sprint reviews and planning meetings to promote full team engagement.
- Organized and facilitated Scrum events like Sprint planning, retrospective, Sprint review, and daily Standups.
- Worked to provide continuous improvement for product development lifecycle.
- Researched current trends to stay knowledgeable in Scrum processes.
- Collaborated with product owners, developers, business owners, and other scrum masters to define solutions and drive progress.
- Anticipated impediments to team delivery involving cultural barriers and logistical challenges.
- Drove Scrum team progress to overcome obstacles and realize success throughout the life of each sprint.
- Shielded scrum team from external interference for optimal productivity and success of Agile process.
- Provided extensive guidance on Agile scrum processes and methodologies to highly effective teams with goals of improving quality and productivity.

United Parcel Service (UPS) • Atlanta, GA • 11/2015 – 11/2016

I.T PROJECT MANAGER

- Provided support to all customers, developed, and maintained all performance dashboards, and prepared reports to be submitted to the project team.
 - Analyzed all data and project deliverables and ensured adherence to all time frames and budget requirements.
 - Maintained all work according to program office procedures and policies.
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- Managed and recommended required improvements to all project methodologies.
- Assisted in closure for all projects, performed required benefit analysis in collaboration with the project team, and maintained a record of all IT governance meetings.
- Maintained all management agreements and prepared reports.
- Performed financial analysis on all budgets and prepared reports for all budget forecasts.
- Evaluated all financials and assisted in identifying all I.T. key performance indicators (KPIs).
- Supported various I.T. departments and ensured compliance with all policies and procedures to prepare all reports.
- Reviewed and monitored all IT programs for program performance, performed regular corporate audits, and prepared reports.
- Prepared various reports to identify all health risks and coordinated with change and technical manager to facilitate all follow-up action.
- Performed regular project status calls on a weekly and monthly basis.
- Collaborated with the finance team to perform all associate activities and prepare appropriate summaries within the required time frame.
- Ensured adherence to all project policies and standards, managed efficient timesheets, and prepared required PTO reports.

10up, Inc. • New York, NY • 05/2013 – 11/2016

DIGITAL PROJECT SPECIALIST (RESEARCH ASSISTANT 1)

- Fully remote position utilizing the organization's multisite WordPress web content management service to restructure and rebuild websites within the organization's brand and accessibility standards.
- Worked within Figma to create site maps and build high-fidelity designs of websites that require rebuilding.
- Collaborated with the team clients via Google Docs, email, and Zoom meetings regarding new design and website architecture.
- Set up Google Analytics for websites and created Google Tags to track specific user selections.
- Completed MVP for two of three websites in six weeks and finalized content migration, restructure, redesign, and rebuild in 10 weeks.
- Defined appropriate security risk levels and corrective actions.
- Reported on assessment outcomes, risk level, and associated recommendations.
- Conducted security risk assessments and logged all findings to monitor and coordinate with respective owners/source teams for remediation.
- Responsible for evaluating security threats, assessing risks, and developing risk management strategies.
- Prepared weekly and monthly status for clients.

EDUCATION

Master of Science, Project Management
UNIVERSITY OF SUNDERLAND | Sunderland, UK

Bachelor of Science, Business Information Systems
ANGLIA RUSKIN UNIVERSITY | Chelmsford, UK
