

## CERTIFIED SCRUM MASTER

### Facilitator | Coach | Servant Leader

Results-driven Scrum Master with over 18 years of extensive experience in retail sales and management, seeking a challenging position to leverage my leadership, strategic planning, and project management skills to drive success for a dynamic organization.

#### Core Competencies:

Project Management | Customer Service Management | Team Leadership & Motivation | System Administration | Software/Web Development | User Growth & Engagement | Disaster Recovery & Business

### Career Overview

#### SYSTEMS ENGINEER | INTERCONTINENTAL EXCHANGE | ATLANTA, GA OCTOBER 2022 - CURRENT

- Championed and orchestrated weekly stand-up meetings to drive and synchronize team sprints.
- Manage a network of 200+ Windows and Linux servers and work closely with a high-performing team to minimize downtime during upgrades and migrations.
- Resolve and close 100+ tickets weekly, maintaining a 95% user satisfaction rate through responsive support and efficient problem resolution.
- Prepare detailed system documentation, technical guides, and Standard Operating Procedures (SOPs) for routine tasks and troubleshooting scenarios.

#### WEB DEVELOPMENT APPRENTICESHIP | DIGITAL CRAFTS | ATLANTA, GA JULY 2022 - JANUARY 2023

- Lead in project management tasks, including project planning and progress tracking while regularly contributing to open-source projects on GitHub.
- Acted as front-end and back-end web developer with experience using HTML, CSS and JavaScript, Node.js and React.
- Leveraged advanced coding techniques and strategic development methodologies to successfully deploy projects on GitHub, consistently meeting all project deadlines with a flawless track record of 100% on-time completion.

#### FREELANCE WEB DESIGNER | 10DOWN PRODUCTIONS | ATLANTA, GA DECEMBER 2014 - CURRENT

- Implement web hosting solutions that improve website load times and reliability and reduce bounce rates for clients' websites by 15%.
- Developed responsive websites using Wordpress, HTML and CSS that increased traffic and clientele by 30%.
- Successfully retained 90% of clients through exceptional customer service and continuous improvement of their web assets.

#### CUSTOMER SERVICE MANAGER | OFFICE DEPOT | WESTLAND, MI MARCH 2013 - APRIL 2015

- Trained 15+ staff members in customer service best practices and daily operational functions.
- Achieved a 30% increase in customer satisfaction scores within 6 months, following training and KPI implementation.
- Ensured 100% of projects were completed on time and within budget, meeting both client and in-house design requirements budget.

### Education

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| • CrackTheCode   Atlanta, GA   Scrum Master Certification I | October 2023 |
| • Digital Crafts Bootcamp   Atlanta, GA   Software Engineer | January 2023 |
| • Full Sail University   Winter Park, FL   Graphic Design   | June 2014    |