Gabor Bittera

Scrum Master / Agile Coach at Vodafone
London, United Kingdom

Summary

The Profile:
With a strong focus on people and agile processes, I am looking
for a position as an Advanced Certified ScrumMaster and Agile
Coach where I can add value to a Scrum team with my commitment
to continuous improvement using Scrum methodologies. As a
ScrumMaster, my primary aim is to guide the team towards self-
organisation and help them become the best team they can be. I am
open to experiments (I rarely run the same retros twice) and I aspire
to find out what works best in a given scenario, and I am driven to
help the team reach consensus in issues that matter to them.

The Journey:
As a Senior Technical Writer of a mature Agile team, my colleagues
recognised that I like to take the role of summarising ideas and
opinions during our retrospectives, and also found that I try to
negotiate and seek consensus between people of various views.
Additionally, the team found exceptional value in some of the
retrospectives that I had facilitated. As a consequence, on my next
annual review my manager suggested that I should try becoming
a ScrumMaster as I seem to have some of the traits and skills
required for this role. A few weeks later, I was already shadowing the
developer colleague who was assuming the ScrumMaster role at that
time and a few sprints later this role was handed over to me.

Becoming a ScrumMaster has opened a door to a journey that I find
absolutely exhilarating and that I thoroughly enjoy -- it has probably
been one of the best decisions in my career.

Specialities:
- Scrum: facilitation, reaching consensus, process improvement,
fostering collaboration, creating an agile environment, servant
leadership.
- Technical writing: single sourcing, content design and
management, DITA, XML-based authoring.

Experience

Vodafone
Scrum Master / Agile Coach
November 2018 - Present
London, United Kingdom

Leo Tech Consulting Ltd.
Scrum Master
June 2017 - July 2018 (1 year 2 months)
London, United Kingdom

As a Scrum Master for a productive agile team, my role is to ensure continuous improvement across the development team through effective facilitation. Based on the input from team members, I helped set up an inspiring agile environment that fosters collaboration and group discussion. Together with the development team, we identify impediments and attempt to remove or mitigate these blockages. Encouraging close cooperation between the Product Owner and the developers, we aspire to find out how we can continuously improve our processes. With the active participation of our Head of Delivery, Tim Mackinnon, I helped set up a monitoring environment to track the health and customer engagement with our product. I created sprint and release reports to help the business estimate the future output, and facilitated release planning workshops. I also took part in the onboarding process of new developers, and maintained several business process workflow documents. Whenever there was an incident on the platform, it was my job to make sure the incident was properly tracked, followed-up, reported and its root cause found. I took part in the hiring process to ensure the most suitable candidates are hired. Additionally, I also try to make sure that Scrum values as well as the values of our team are respected within the team and find out ways to improve our working processes. In the meantime, I make sure that everything stays in sync and nothing slips under the radar.

Achievements:
After some disruptions to the team followed by only four months of forming and storming, the new team outperformed its previous composition. Also, as developers became more aligned, shared understanding around the product and domain increased, resulting in faster delivery and better-quality software.

Leo Tech Consulting Ltd.

Senior Technical Author
April 2016 - May 2017 (1 year 2 months)
London, United Kingdom

After joining LeoTech, quickly integrated into the Scrum team working in aggressive weekly sprints and drew up a documentation environment that best suits project needs. After thorough content and business analysis, set up and managed a DITA-based documentation system using oXygen that produces topic-based XHTML and PDF output for multiple user types. Also responsible for setting up an internal documentation platform to be used by developers and other internal stakeholders and took an active role in the content architecture process for LeoTech's website.

Later, when the customer requested training videos, I scripted, recorded and edited these tutorials to help train end users. Additionally, created all the onboarding documentation and maintained several business process workflow documents.

Achievements:
In under three months, completed setting up a DITA/XML environment producing XHTML documentation that could be easily integrated into the software.
In six months, set up a lightweight markdown platform for internal documentation using Atom and git.
The training tutorials I created have proven to be invaluable to onboard new customers, and the internal wiki as a format has become so popular within the organisation that it is being used by external stakeholders as an interface to the development team.

Tools: oXygen XML Editor, DITA, VS Code, Confluence, wiki, draw.io, git, Jira, IntelliJ

Samsung Electronics
Technical Author
December 2013 - April 2016 (2 years 5 months)
Chertsey, Surrey, United Kingdom

Together with Samsung Network's authoring team, recreated the entire documentation set of the core and radio product ranges, complemented the documents with technical illustrations and call flow diagrams. Developed a new generic template for the counter description document, involved in all stages of content design and finalised documents with stakeholders in Samsung's

Korean HQ, European customer representatives, the customer project team and improved documentation quality substantially.

Major achievements:
The new and accessible template I created for the counter description document is now being used for all of Samsung's network products, making information easier to find.
Evolved the documentation to the next level by migrating Word files to Author-It.

Tools: Adobe tools, Author-It DMS, Microsoft Office Suite and Visio

Nokia Siemens Networks
Customer Documentation Specialist
November 2011 - December 2013 (2 years 2 months)

Working on major core network products used by T-mobile, Vodafone, O2, AT&T and Bell Canada, took charge of the entire documentation of the statistics and charging application areas, ensuring the validity of documents across eight major releases.

In cooperation with Nokia's Agile (Scrum) teams, documented network products using internal resources. Also generated over 20 thousand pages of PDF from source files using semi-automated, multi-level processes and custom tools.
Wrote oXygen Author training material for the documentation team to facilitate the migration from Adobe FrameMaker.

Tools: oXygen Author, Adobe FrameMaker, Acrobat, XDoc and Vasont DMS, Notepad++, PuTTY, Corel Draw, various XML editors

Various Agencies in Hungary
Qualified Translator and Interpreter
January 2006 - December 2013 (8 years)
Budapest

More and more focused on technology and IT, I worked on manuals, corporate branding documents, legal contracts for IT companies, and also transcreated PR and marketing materials keeping the original message intact. Contacted a host of specialists and built massive glossaries and searchable databases from terminology.

Domains: IT, legal, economics, PR, marketing, corporate, finance, banking, medicine, sociology

Clients: SABMiller, Metro, Tesco, Morgan Stanley, British American Tobacco, Vodafone, Sodexo

Tools: SDLX Trados, WordFast

Systems Documentation, Inc.
Technical Author
September 2010 - October 2011 (1 year 2 months)
Budapest

In charge of the entire documentation life cycle of a telecom software product developed by Hewlett Packard as an external technical author.
Working closely and meeting with French and US teams, graphic designers, authors and project managers.

Major achievements:
Adding value to the software by keeping focus on the user whilst creating technically flawless documentation. The documentation was submitted before the target deadline, and received positive feedback from customers and the development team.
Also organised on-site oXygen trainings for new authors.

Tools: oXygen Author, Neutrino DMS, DocBook standard, Adobe Acrobat, XML and HTML

College of Communication and Business
English Language Teacher
September 2009 - September 2010 (1 year 1 month)
Budapest

I helped my students prepare for a comprehensive intermediate level exam using my special "standup" way of teaching.
As a result I managed to spark my students' interest in the language which resulted in outstanding success rate during their exams.

MorphoLogic Localisation Ltd
Translator and Localization Expert
September 2008 - September 2010 (2 years 1 month)
Budapest

Re-translated the Hungarian localisation of Apple's iWork according to the agreed style guide. My changes were adopted by Apple and spread through the entire Apple ecosystem so hundreds of thousands of Apple users can enjoy a lot more fluent UI on both Mac OS X and iOS, which I am very proud of.

Also localised technical documents and UIs for SAP, adidas, Nikon, Opel/Vauxhall.

Tools: SDLX, SDL Trados, Catalyst, Idiom, WordFast, Microsoft Office

Various Agencies in Hungary
English Language Teacher
September 2003 - August 2009 (6 years)
Budapest

Working at various multi-national companies such as T-Mobile Hungary, American Express and GfK, I expanded and broadened the knowledge of my students building on my experience and enthusiasm for English language and contributing to their professional success.

Britannica International School
English as an Additional Language Teacher
September 2004 - September 2005 (1 year 1 month)
Budapest

Worked as an EAL teacher at the longest established British school in Hungary, providing IGCSE, AS and A Levels.
Teaching international students entering the British education system, I managed to ramp up their language skills to a sufficient level so that they were able to start their academic studies in a purely English speaking environment.

Education

Budapesti Corvinus Egyetem
Post Gradual Degree, Language Interpretation and Translation · (2004 - 2006)

Károli Gáspár Református Egyetem
Master's degree, English · (1998 - 2003)

Toldy Ferenc Gimnázium
 · (1993 - 1997)

Bárdos Lajos Általános Iskola

· (1985 - 1993)