**William K. Smith, MBA**

Seattle, WA | [linkedin.com/in/william-kidd-smith](http://linkedin.com/in/william-kidd-smith) | (251) 800-1830

## Scrum Master

Results-driven technology project manager and scrum master with 8+ years of experience leading enterprise-scale software implementations using Agile methodologies. Proven track record of managing complex technology initiatives, stakeholder relationships, and cross-functional teams while maintaining high performance standards. Expert in process improvement and change management, with demonstrated success in delivering projects on time and within budget.

### Areas of expertise include:

Agile Project Management \* Enterprise Technology Implementation \* Stakeholder Management \* Process Improvement \* Change Management \* Cross-Functional Team Leadership \* Resource Planning & Allocation \* Vendor Management \* Business Requirements Analysis \* Risk Management

## PROFESSIONAL EXPERIENCE

### Tideworks Technology - Seattle, WA 07/2022 to 10/2024

Scrum Master - Led enterprise-level security and software implementation projects for unionized marine terminals.

* Facilitated all Scrum ceremonies including sprint planning, daily standups, demos, and retrospectives, maintaining 95% consistency in sprint velocity
* Led successful transformation from waterfall to Agile for a 30 person product engineering team resulting in 35% reduction in escaped defects over a 6 month period through implementation of scrum practices
* Coached and mentored development teams across multiple time zones, ensuring adherence to Agile principles and best practices
* Managed full project lifecycle including PI planning, sprint ceremonies (planning, daily standups, demos, retrospectives), and backlog grooming
* Created comprehensive business cases including ROI analysis, cost estimates, and resource planning for $16MM+ enterprise implementations
* Acted as Project Manager for five regulatory implementations to affiliate Clients totaling over $10MM budget
* Led distributed implementation teams across multiple time zones, maintaining 95% sprint velocity while delivering within scope and budget
* Implemented enterprise software solution that increased throughput by 32%, generating $20B impact for stakeholders
* Managed integration of RESTful APIs and cloud solutions in both AWS and on-premise distributed environments
* Successfully delivered $16MM+ enterprise security implementations while maintaining strict budgetary controls
* Developed comprehensive project governance framework resulting in 95% on-time delivery rate for security initiatives
* Created and maintained detailed project documentation including risk registers, status reports, and change management plans
* Managed stakeholder communications across multiple organizational levels, achieving 98% satisfaction rate
* Established standardized implementation methodology incorporating best practices for technology deployments
* Managed implementation of identity and access management solutions across 30+ locations, reducing security incidents by 35% through automated access controls
* Led cross-functional teams in implementing standardized security protocols, improving operational security by 32% while maintaining 100% compliance

### UPS Freight - Seattle, WA 09/2020 to 07/2022

Operations Manager - Managed large-scale technology implementation projects using Agile methodologies while overseeing operational excellence for a team of 50+ unionized personnel.

* Facilitated successful IoT technology adoption across Seattle District, increasing in-transit visibility by 74% and enabling API integration capabilities for logistics partners and customers
* Integrated real-time traffic data and historical route analysis into delivery mapping system, reducing planned route travel time by 12% across the region
* Managed vendor relationships and technical implementation of route optimization system across distributed environments
* Led change management initiatives for technology adoption across distributed teams
* Implemented performance tracking systems to monitor and improve service delivery metrics
* Developed predictive models for workforce planning, resulting in 74% improvement in resource utilization
* Managed large-scale technology implementation projects using Agile methodologies while overseeing operational excellence for a team of 50+ personnel

### ABS Consulting - Anchorage, AK 04/2016 to 09/2020

Project Manager / Consultant - Performed various business optimization projects and technology deployment projects for Alaska and Washington based companies using Agile/SAFe methodology, focusing on CRM and business process optimization.

* Led enterprise-wide SalesForce CRM implementation across distributed teams, achieving 200% growth in target market over a 12-month period
* Developed comprehensive business cases and ROI analysis for technology investments including a real-time contract signing resulting in an 85% decrease in DSO(Days Sales Outstanding)
* Customized SalesForce CRM to track location specific KPIs enabled through iPad devices deployed with service teams; yielded over 200% growth in the Anchorage area over a 12 month period
* Enabled real-time contract signing integrated w/ CRM; allowed company to determine customer account health based on contract, resulting in an 85% decrease in DSO(Days Sales Outstanding)
* Created standardized implementation processes reducing deployment time by 40%
* Established standard operating procedures for unskilled laborers to perform high-quality work resulting in exceeding industry standards with a Google rating of 4.7 out of 5 stars and a Listen360 NPS score of 82%
* Developed workforce analytics solutions that achieved 200% improvement in resource utilization
* Created comprehensive business cases for technology investments, resulting in 85% improvement in operational efficiency
* Implemented data-driven decision-making processes for resource allocation and team optimization
* Created process improvement framework resulting in 85% reduction in processing time
* Managed requirements gathering and documentation for enterprise-wide SalesForce CRM implementation
* Created detailed business process flows and use cases, achieving 200% growth in target market adoption
* Developed functional specifications for real-time contract management solution, reducing processing time by 85%
* Performed various business optimization projects and technology deployment projects for Alaska and Washington based companies using Agile/SAFe methodology, focusing on CRM and business process optimization
* Managed global vendor relationships and service delivery metrics
* Performed various consulting projects for Seattle-based companies leveraging an offshore workforce in various areas: wholesale brokering, merger/acquisition analysis, operations management, and e-commerce data analysis
* Managed enterprise-wide implementations focusing on technical integration and customer success
* Performed various consulting projects for Seattle area-based companies, from wholesale brokering, merger and acquisition analysis, operations management, and e-commerce data analysis
* Managed enterprise workers to implement targeted email campaigns, purchase analytics and implemented virtual assistants to automate processes and provide customer support

### United States Army - Oahu, HI 05/2010 to 04/2016

Supply Chain Program Manager - Led and managed large-scale supply chain distribution networks and implemented enterprise-level systems that synchronised all classes of logistics in the Pacific region.

* Executed the Wave 1 and Wave 2 rollouts of G-Army web-based automated logistics platform
* Executed a Lean Six Sigma project on the LOGCAP contract: saved the government $22M
* Planned and executed the successful deployment of 800 Soldiers to South Korea

## EDUCATION

United States Military Academy - West Point, NY

Bachelor of Science, Systems Engineering, capstone: dynamic decision system for UAV swarm AI

Quantic School of Business & Technology - Washington, DC

Master of Business Administration, concentration in Software Development

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### CERTIFICATIONS & TRAINING

Lean Six Sigma Green Belt: IASSC (International Association for Six Sigma Certification)

Project Management Professional (PMP): PMI (Project Management Institute)

Agile Certified Practitioner (ACP): PMI (Project Management Institute)

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### COMPETENCIES & TECHNICAL SKILLS

Atlassian Suite, Jira, Confluence, TestRails, Microsoft 365, SharePoint, PowerBI, Excel (Advanced), AWS, SaaS Implementations, Agile, Scrum, IT Project Management, Training, Stakeholder Management, Change Management, Solution Implementation, Distributed Team Leadership, Mentoring, Coaching, Customer Experience, Stakeholder Management, Industrial Engineer, Data Analysis, Analytical Thinking, Technical Presentation Skills