

# LINDSAY DEALY

503-860-2932 | [lindsaydealy@gmail.com](mailto:lindsaydealy@gmail.com) | <https://www.linkedin.com/in/lindsaydealy> | Richmond, VA 23230

Energetic and strategic technical scrum master with experience in continuous improvement with a strong background in web development and production support. An influential agile leader with customer-centric thinking and flexibility to communicate at any level. Agile champion experienced in both operations of Kanban, Scrum, and SAFe teams during transformation and normative phases. Insightful and morale-boosting change agent adept at fostering connection and trust in virtual and face-to-face settings.

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## RELEVANT SKILLS & EXPERTISE

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**Tools/Languages:** Spreadsheets, Tableau, JIRA Confluence, JIRA Align, JIRA, ServiceNOW

**Software Platforms:** Microsoft 365 Suite, Google Workspace, GitHub, Slack, Zoom

**Strengths:** Problem-Solving, Collaboration, Attention to Detail, Project Management, Communication, Critical Thinking

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## PROFESSIONAL EXPERIENCE

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**Fulfillment Center Associate** • *Amazon, Chester, VA* **10/2023 - present**

- Picked merchandise for customer orders at a rate of 100 items an hour.
- Consistently lifting, pushing, or pulling weight of 40 pounds throughout the shift.
- Processed customer returns at a rate of 60 packages an hour.
- Applied industry standards safety standards, including Occupational Safety Health Administration (OSHA).

**Agile Delivery Lead** • *Capital One, Richmond, VA* **01/2020 - 04/2023**

- Coached agile, tech, and product leaders on agile best practices, Inspect and Adapt events, to implement changes resulting in increased engagement and increased net promoter score by 11%
- Trained and coached 3 new Agile Delivery Leads, providing direction, and mentoring to improve knowledge of agile best practices, shadowing opportunities, and strengthening the pipeline of high performing agile talent
- Enabled communication and facilitation among the stakeholders and customers to translate business intent and requirements into features and epics for product development prioritization and optimized technology delivery

**Scrum Master** • *Capital One, Richmond, VA* **08/2018 - 12/2019**

- Ensured transparent communication and collaboration around dependencies, impediments, and risk management in recurring scrum of scrum meetings and reported escalations up to leadership
- Acted as a change agent, guiding several tech and delivery teams concurrently across organizational boundaries to deliver predictability on expected outcomes, ensuring agile and business process items were optimized within compliance requirements, and filled well-managed practices for vulnerability tracking and remediation
- Guided teams through stages of agile maturity into high performance, tailoring the agile method to their specific needs, removing risks and impediments, clarifying dependencies, and improving throughput, and leading them through navigating complex and varied projects with conflict resolution and customer focus

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## **Production Support Specialist • Capital One, Richmond, VA**

**03/2016 - 08/2018**

- Provided production system support, performed change orders for support teams to support development teams with incident prevention and incident triage
- Standardized teams technology support documents into GitHub for 500+ support teams
- Created visual diagrams to assist users to engage the proper teams on incident calls

## **Operations Production Coordinator • Capital One, Richmond, VA**

**12/2014 - 03/2016**

- Recovered \$3000 in funds for the card holder
- Assisted the cardholder getting back \$200 in funds from the merchant

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## **EDUCATION, CERTIFICATES, & CERTIFICATIONS**

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Certified SAFe 6 (SSM), Scaled Agile Inc., Certificate ID 11012045-1909

Certified Scrum Master (CSM), Scrum Alliance, Certificate ID 828771

Certificate Web Development & Design, Portland Community College, Portland, OR