**Loic Ndeh**

Bowie, MD

PH: 240.351.6202 loicndeh@gmail.com

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| **Certified Scrum Master**  Agile Best Practices ● Continuous Process Improvement ● Technical Knowledge |

**EXECUTIVE SUMMARY**

Results-driven, technical Scrum Master, eager to align business needs and focus on continuous process improvement to increase productivity. A proactive team player with strong organizational, communication, collaborative, and team building skills; able to thrive in a fast-paced competitive environment from start-up.

* Facilitate and enable an environment of collaboration and creativity.
* Empower the team to self-organize around achieving their commitments.
* Result oriented and focused on efficiency and customer satisfaction.
* Strong problem-solving skills combined with excellent judgement.
* Strong management skills, including the ability to negotiate, agree and control the scope of activities.
* Ability to clearly articulate difficult concepts, ensure full stakeholder understanding to gain support and sign-off of deliverables.
* Ability to apply creative and innovative thinking to complex problems.
* Highly organized with ability to manage cross-functional teams, projects and meet deadlines.
* Excellent presentation and communication skills with proven client facing and client relationship management skills.
* Quick learner with an ability to rapidly adapt to new technologies and new environments.
* Self-starter with high energy and enthusiasm from start-up.
* Thorough understanding of the Agile Software Development Lifecycle (SDLC).

**KEY QUALIFICATIONS**

SDLC (Software Development) Project Management PMO Best Practices

Agile KPIs and Metrics Conflict Resolution Communication Management

Product Management Leadership and Team Building Project Planning and Prioritizing

Guidance and Facilitation Database Administration Continuous Delivery/Integration

Requirements Gathering and Analysis Information Technology (IT) Client and Resource Management

Training and Development Stakeholder Management Research and Investigation

**PROFESSIONAL EXPERIENCE**

**Scrum Master** 2023 – 2024

Nike, Remote

* Facilitates project team meetings, project road-mapping sessions as well as all Scrum ceremonies: daily scrum, sprint planning, product backlog refinement, review, and retrospectives.
* Ensures that the scrum team adheres to scrum theory, best practices, and processes.
* Guide the development of an agile team into an effective delivery unit with a sustainable cadence.
* Ensures the team’s process evolves within organizational guidelines and standards of practice.
* Nurture self-organizing, high-performing teams through servant leadership and mentoring.
* Encourage, support, and guide continuous improvement of the team, products, and processes.
* Excellent communicator, able to gain the respect of the team, external stakeholders, and management
* Resolve conflict through arbitration, negotiation, reasoned discussion, or escalation.
* Identify problems, impediments, dependencies, and other team dysfunctions, and then intercede for a quick resolution.
* Facilitate agile activities and meetings, including sprint planning, retrospectives, and sprint reviews.
* Collaborate with the product owner for prioritization and well-groomed user stories.
* Ensure cross-team coordination, knowledge sharing, and collaboration.
* Maintain relevant Agile KPI metrics that provide organizational visibility and help the team track progress.

**Scrum Master** 2020 – 2023

Charge It Stock Investment Group, College Park, MD

* Facilitates scrum ceremonies (daily stand up, backlog refinement, reviews and retrospectives), discussions, and decision making.
* Ensues that the scrum team adheres to scrum theory, best practices, and processes.
* Partners with Product Owner to negotiate the minimum viable product for delivery.
* Assess team scrum maturity and coach to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization.
* Increase team performance by recognizing areas of improvements and strengths through retrospectives.
* Generates and present KPI reports on capacity, velocity, burn down, cycle, bug defects, schedules, and deliverables.
* Shields and protects the development team from internal/external distractions, remove impediments, and address team conflicts.
* Supports the organization, product owner and team from project initiation through the delivery of a final product increment.
* Ensures cross functional coordination is occurring early and often.
* Recommends improvements and assists in changes to best practice.
* Drive continuous improvement of Agile practices through collaboration, transparency, and open communication with team members, stakeholders and other groups.
* Design, develop and implement continuous improvement initiatives to incorporate lessons learned from successful projects and enhancements.
* Proactively manage changes in scope, schedule, resources.
* Generate SQL scripts to reduce results of queries by 35% allowing for easier analysis by QA.
* Identify important patterns, connect related information, and draw useful conclusions on customers demographics in collaboration with product owner.

**INFORMATION TECHNOLOGY EXPERIENCE**

Microsoft Office Suite: MS Word, MS Excel, MS PowerPoint and MS Outlook

Project Management: MS Project, Confluence, JIRA, Trello, Smart Sheets, Asana

Languages: Python, SQL, NoSQL, Linux/Unix, CSS, HTML, JavaScript, SQL scripts

Other Applications: Slack, Zoom, Webex, Microsoft Teams, Google Data Analytics

**CERTIFICATION/EDUCATIONAL EXPERIENCE**

Scrum Alliance – Certified Scrum Master (CSM)

Bowie State University – Bachelor of Science in Psychology, 2022