

# MIRANDA M. BROWN

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## EDUCATION AND CERTIFICATIONS

### The University of Texas at Dallas:

- B.S., Information Technology and Systems; Political Science Minor
- M.S., Information Technology Management, Security Management Track

### Professional Certifications:

- AWS Cloud Practitioner
- SAFe® Program Consultant (SPC)
- SAFe® Advanced Scrum Master (SASM)
- SAFe® Scrum Master (SSM)
- SAFe® Product Owner / Product Manager (POPM)

## WORK EXPERIENCE

### Marriott International: *Scrum Master*

March 2023 – Present

- Manage daily delivery, communication, schedules, risks, and continuous improvement for iOS Mobile transformation team
- Facilitate team meetings, resolve blockers, analyze metrics, and collaborate between Tech, Product Management, Design, and Operations
- Coordinate with partner teams regarding timelines, trade-offs, dependencies, and requirements, establishing and maintaining clear roles and responsibilities between project teams
- Ensure compliance to pre-release operations, including timely submission of development branches and correct documentation of work in scope
- Consult with product, engineering, and process teams regarding roadmap content and sequencing, change management efforts, and resourcing decisions

### Capital One: *Agile Program Lead*

August 2019 – March 2023

- Coordinated delivery of work to production as biweekly release manager; collected release intent, obtained approvals, deployed work to staging environment, identified after-hours validators, and facilitated deployment and validation calls
- Managed prioritization, assignment, and deployment of production incidents by writing change orders, liaising with feature teams and DevOps, and representing changes in authorization calls
- Created and managed production on-call schedule for managers, primary responders, and secondary responders
- Facilitated quarterly planning sessions to identify and communicate objectives and delivery commitments
- Conducted retrospectives and collected team feedback biweekly to facilitate continuous improvement; collated and escalated team concerns to leadership as appropriate
- Ensured coordination between cross-functional areas by facilitating communication and visibility of requirements, decisions, priorities, risks, dependencies, and process improvements
- Provided coaching, hands-on practice opportunities, and certification training to aspiring, new, and experienced scrum masters; trained two new release managers on change order requirements, incident response procedures, and release cadences

### Bank of America: *Scrum Master / User Engagement Lead*

July 2018 – August 2019

- Enabled team transformation and delivery through designing, creating, and delivering a biannual Agile team maturity assessment to over 19,000 individuals across 1,850 software development teams
- Facilitated application on-boarding, tool adoption, and self-service learning across the enterprise by creating and managing 8 learning pathways, 27 user guides, 20 demo videos, and FAQs
- Co-designed and directed the creation of a software quality team assessment

## SKILLS

- *Data Analysis:* MS Excel, MS Access, Tableau, MS SharePoint
- *Work Management:* Agile, Scrum, Kanban, Lean, Jira, Jira Align, Confluence, MS Project, MS Visio, ServiceNow