**Constance Munyam**

**Dallas - Texas**

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**PROFESSIONAL SUMMARY**

Dynamic, goal-oriented professional with extensive hands-on Scrum Master experience and a solid track record of success in delivering quality projects on time and within the assigned budget. Demonstrated ability to motivate, organize, lead and coach scrum teams across multiple locations. Distinguished ability to employ problem solving and decision-making skills to quickly deliver solutions to complex problems. Skilled in providing effective leadership in fast-paced, deadline-driven environments, with outstanding oral and written presentation and communication skills. Extensive knowledge working with both Waterfall and Agile Methodologies.

**SKILLS**

* Conflict Resolution
* MS Office
* Data Management
* Dependable and Responsible
* Collaboration
* Problem-Solving
* Flexible and Adaptable
* Critical Thinking
* Agile Tools (JIRA, Confluence, Azure DevOps, Rally, Clarity and Service Now)
* Agile development & best practices
* Agile frameworks - Scrum, Kanban, XP, SAFe
* MS Excel, PowerPoint, Project, Visio
* User stories, ATDD, TDD, continuous integration, automated testing Relationship Building

**CAREER HIGHLIGHT**

* Well versed in coaching and mentoring teams on Agile practices and transitions to Agile.
* I have a track record of tangibly improving employee retention and satisfaction while delivering product features on time and under budget that are loved by customers.
* Excellent conceptual and working knowledge of Software Development Life Cycle (SDLC)
* Knowledge/experience with widely successful Agile techniques: User Stories, ATDD, TDD, Continuous Integration, continuous testing, Agile Games.
* Strong communication, analytic, interpersonal and conflict management skills

**PROFESSIONAL SUMMARY**

**Vice President Agility Lead**

**JPMorgan chase & Co , Texas**

**May 2022-present**

**Scrum Master**

**FROST BANK, TEXAS**

**January2020- April 2022**

* Transformed multiple teams which comprised of business analysts, programmers, developers and other specialists from Waterfall to Agile.
* Demonstrated true servant leadership by staying on top of any impediments or blockers faced by the team and escalating to the right channels.
* Proficiently organized and facilitated daily standups, backlog grooming, sprint reviews, retrospectives, sprint and release planning.
* Collaborated closely with product owner on backlog grooming to keep product backlog healthy and prioritized, ensuring acceptance criteria were agreed upon and stories were ready for sizing.
* Effectively tracked team’s progress using relevant metrics like the burn down charts, velocity charts, burn up charts.
* Worked and coached other Scrum Masters on the Agile Release Train (ART) to ensure we meet the quarterly goal and release dates for the potentially shippable product.
* Worked with RTEs to plan and facilitate PI planning meetings and working with the PO to make sure all the features and stories needed to meet our MVP.
* Built multiple dashboards that represented the progress of the teams for stakeholders and clients. This was done in order to foster communication and transparency.
* Expertly promoted continuous improvement and helped teams increase productivity and foster innovation.

**Scrum Master**

**PNC BANK MD**

**January 2017 – December 2019**

* Served as Scrum Master leading Agile teams focused on product enhancements and upgrades totaling annual revenue of $7.6M
* Successfully introduced Agile to design and development teams comprising over 40 employees.
* Rigorously reviewed and managed backlog and in-progress items ensuring an on-time feature delivery rate of 98%
* Maintained team metrics and reported project statuses on a regular basis to Product Owner improving decision making.
* Developed team norms and balanced workload for onshore and offshore developers, testers and Product Owners improving employee satisfaction by 27%**Scrum Master**
* Scheduled and coordinated the execution of over 60 Scrum ceremonies.
* Led the effort to train several development teams, taught scrum principles and promoted a commitment to self-organization and team collaboration.
* Boosted team morale through more than 50 Product Owner-approved Sprints.

**Scrum Master**

**TURNING POINT LLC MD**

**January 2015- December 2016**

* Proactively coordinated and carried out numerous backlog grooming sessions two to three months ahead of sprints.
* Worked persistently to remove impediments from the development team and boosted team morale.
* Ensured that the development team was always cross-functional and made decisions by consensus.
* Conducted several training sessions for senior management and won their full support for the transition to Agile.
* Actively coached the development team to ensure timely deliverables, and this led to a 10% increase in velocity.
* Used various innovative techniques to keep the development team engaged and productive during retrospectives.
* Ensured that the product owner was always engaged, and this led to a steady stream of successful sprints. Used effective communication techniques to prevent and to quickly resolve development team conflicts. Regularly updated JIRA and used metrics such as velocity and burndown charts to monitor the progress of sprints.
* Consistently used lessons learned from sprint retrospectives to improve future sprints.

**EDUCATION/CERTIFICATION**

* + Bachelor’s degree in business administration
  + Professional Scrum Master (PSM 1) – Scrum.org,
  + Certified SAFe 5 product owner/product manager
  + Certified SAFe 5 Agilist
  + Certified cloud practitioner