

ROBERT F. JACKSON, CSM CSP

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AGILE COACH

Innovative and collaborative, Agile Thought Leader, with real world scrum experience. Servant leader with extensive experience defining IT strategies and developing transformative solutions that deliver immediate results and improvements in enterprise- level environments. Proven track record of designing and executing new initiatives that optimize operations, elevate service and support delivery, and strengthen technology capabilities. Exemplary leader with tactical background in agile development, data integration, M & A, custom ERP implementations, and technical support. Sterling history of building and leading cross-functional teams to top-flight service and support deliveries. Ability to absorb complex technical information and steadfastly react to changing technology environments across multiple business arenas.

Areas of Expertise

App Development (iOS & Android) – Coaching & Auditing of Agile Framework – Team Building, Training & Leadership – Scrum, Kanban, TDD, FDD, SAFe, XP – Program Management – SOA- Complex Large Scale Upgrades - ESB Integrations - MultiTier Architecture - Object Oriented Programming - Near & Off-shore Development – Agile & Waterfall Development- Jira, Confluence, & VersionOne Administration

PROFESSIONAL EXPERIENCE

VERIZON TELEMATICS (Project Hum)–Atlanta, Ga

Jun 2016 TO Present

HUM is Verizon Telematics' IOT (Internet of Things) product which provides diagnostic information, speed and boundary alerts, wifi, & car location services for after market vehicles

AGILE COACH

Agile Coach for 5 off-shore teams. Servant leader to two front-end on-shore teams developing iOS, Android, and Web Portal application and one back-end team specializing in HADOOP applications & Microservices

Principle duties:

- Coached the project team on Agile principles
- Maintained the Agile framework
- Walked the product owner through the more technical user stories
- Encouraged collaboration between the Scrum team and product owner
- Facilitated the daily stand-ups
- Helped the team maintain their burn-down chart
- Set up retrospectives, sprint reviews or sprint planning sessions
- Facilitated release or "Big Room" planning sessions
- Shielded the team from interruptions during sprints
- Removed obstacles that had potential to affect the team.

MULTIMEDIA3 (www.Whereyatt.com) – Atlanta, Ga

Oct 2015 TO Present

Whereyatt is a locator app that allows the user to instantly send their location information to a predefined contact list. The user can quickly communicate to contact list members if they are having a police encounter, enjoying a party, lonely, or scared with a automated text which also gives the users current map location. Whereyatt is currently available in both Apple App and Google Play Stores

PRODUCT OWNER

Product Owner for an off-shore team of iOS and Android developers. Conceptualized, financed, and marketed Whereyatt. Responsible for team formation as well as creating the future roadmap of desired enhancements.

Principle duties:

- Determined market impact of the app
- Prioritized and managed the product backlog
- Wrote user stories
- Worked closely with development team and Scrum Master
- Performed release planning

CATLIN – Atlanta, Ga

Feb 2013 TO Nov 2015

Catlin Group Limited is a global specialty property / casualty insurer and reinsurer, writing more than 30 lines of business. Our six underwriting hubs in London/UK, Bermuda, the United States, Asia Pacific, Europe, and Canada place us at the heart of every major insurance market.

SCRUM MASTER / AGILE COACH

Servant leader of a 77 million dollar project (Project Phoenix) to replace Catlin's legacy system with a best of breed insurance package (GuideWire). Presently integrating Policy, Billing, and Claims modules of GuideWire software with valued legacy systems as well as third party vendors such as ISO, DataCert, Paragon, and Oden, by standing up a company wide Enterprise Service Bus using the webMethods platform from Software AG. Built and managed the team of integration engineers needed to facilitate application integrations needed for Project Phoenix. Developed application integrations to support the policy, billing, and claims modules of the GuideWire installation.

- Walked the product owner through the more technical user stories
- Encouraged collaboration between the Scrum team and product owner
- Facilitated the daily standup
- Helped the team maintain their burndown chart
- Set up retrospectives, sprint reviews or sprint planning sessions
- Shielded the team from interruptions during the sprint
- Remove obstacles that affect the team

ROLLINS INC. – Atlanta, GA

(2009-2013)

*Premier US consumer and commercial services company,
serving more than 2 million people worldwide.*

SCRUM MASTER / IT DIRECTOR

Develops and maintains growing internal business relationships for both fixed priced and T&M projects. Leads in-house and consultant project teams from project planning through deployment, providing solutions on complex application integration projects. Molds the business and IT roadmaps. Oversees budgets in excess of \$1M annually. Implemented Agile Methodology after obtaining CSM (Certified Scrum Master) and remediated SOX deficiencies while enhancing branch reporting. Captained multiple successful EAI projects of various complexities and business functions (Payroll, Sales & Marketing, Technician Validation) utilizing the webMethods and Informatica Integration platforms. Created reporting metrics for development projects. Reports directly to CIO on special projects. 14 direct reports. (development managers & business analysts)

- Received Scrum Master Certification

Managed budgets of \$2.9M+ in 2011 and \$3.5M in 2012, staying under budget in 2011 and on budget in 2012.

Completed implementation of agile development project on a backlogged maintenance system, building a formidable team capable of conducting monthly sprints and eliminating 600 out of 700 backlogged items in six months. Oversaw \$250K budget and finished project having only used \$190K of total budget. Successfully completed project essentially resuscitated legacy application.

Led successful software upgrades on a variety of software & platform

webMethods - Install Version 6.0 upgrades to 6.1, 6.5, 7x, 8x to 9

Informatica - Install version 8.6 upgrades to 9.1, 9.5

Cognos - Install version 8 upgrade to 8.4

WebSphere Commerce Suite - Install Version 4.1 upgrades to 5.x, 6.0, 7.0

(E com-merce) Element Payment Systems - Upgrade from WebSphere Commerce

Peoplesoft- – A7.3, A8, A9.1, A9.2, A9.3;

All Cumulative Updates EDI Translation Software

Peregrine to TrustedLink to Inovis to GXS

EnterpriseOne -- XE to 8.12

MANAGER OF APPLICATION INTEGRATION

(2006-2009)

Supervised an integration team of 5 webMethods Engineers that successfully designed, developed, and deployed over 100+, B2B and A2A, integrations for multiple Rollins departments (HR, AP, AR, GL, Tax, Accounting, Real Estate, Payroll, and Marketing). Maintained \$800K departmental budget, without ever going over budget in tenure. Promoted after robust performance

Generated \$450K annual savings after noticing a fault in the internal credit card system, personally led negotiations with IBM to resolve error for one-time fee leading to recognition from Board of Directors and CEO.

INTEGRATION ENGINEER

(2003-2006)

Created customized EDI & EDIINT AS2 webMethods integrations for large customers. Served as project manager coordinating webMethods upgrades. Fashioned PGP/FTP code base. Delivered monthly integration status reports to upper management. Employed 50-100 different integrations using a variety of protocols. Promoted to Manager of Application Integration after successful tenure

NEW RESOURCES CONSULTING, Atlanta, GA

New Resources is a full service consultancy specializing in Management Consulting, Custom Applications, and Application Implementation. www.nrconsults.com

Senior ERP Consultant (1998-2003)

Client Engagements

Rollins Inc., - 2.5 year engagement Supported all JDE World modules

Burnham Transport 6 month engagement – Supported all JDEdwards modules including AR, AP, GL & Payroll, Y2K upgrades, and JDE integration with custom in-house development.

Kawneer (now Alcoa) - 6 month engagement support of Distribution and Financial management module of JDEdwards and Y2K upgrades.

Pamico Inc – During this 4 week engagement my duties were to perform Y2K upgrade to JDEdwards

Healthfield Inc – During this 3 week engagement was responsible for assisting Healthfield in the development of their branded Home Health software. Provided recommendations on platform, staffing, and external vendor relationship

CENTRAL HEALTH SYSTEMS, Atlanta, Ga

DIRECTOR OF FRONT OFFICE DEVELOPMENT(1995-1998)

Maintained a \$350,000 Front Office development budget. Lead development resource planning. Wrote proposals for vendor RFP's. Provided system demo's for venture capitalist and prospective customers. Responsible for Front Office implementations at vendor sites. Conducted departmental performance appraisals

Successfully drove team to completion date and delivered STAT2 modules on time and within budgetary guidelines. Supervised a matrix organization that contained 5 developers, 2 functional users, a DBA, and QA analyst. Team was responsible for following STAT2 modules: Patient Intake, Referral Tracking, Authorization & Verification, Contracts, and Billing Integration. Participated in full life cycle development. Promotion to Director of Front Office Development.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION – MANAGEMENT INFORMATION SYSTEMS — UGA

CSM – Certified Scrum Master, Scrum Alliance

CSP - Certified Scrum Professional, Scrum Alliance

SAFe - Scaled Agile Framework Certified (in process)