**KURT FRANKHOUSER**

225.937.0627 kfrankhouser@hotmail.com

**Agile Coach, Product Owner, Scrum Master, Manager**

**EDUCATION**

Bachelor of Engineering Design Louisiana State University, Baton Rouge 1988

**CERTIFICATIONS/TRAINING**

SPOC – Scrum Product Owner Certified

CSM – Certified Scrum Master

**SKILLS**

Agile and Agile Coaching, Product Manager, Scrum Master, Project Management, DevOps, Architecture, Cloud Computing, .Net, C#, VB, ASP.Net, MVC, JAVA, IOS, Android, SQL, SSIS, ETL, SSRS, Oracle, SOA, DevOps, IAAS, PAAS, SAAS, Microservices, Cloud Foundry, Cloud Platform Management, Azure, AWS, PowerShell, Xamarin, WCF, SOAP, Web API, RESTful Services, API, Clusters, Containers, Microservices, Pivotal, Windows Server, Active Directory, SharePoint, IOS, Android, JIRA, TFS, Pivotal Tracker, MS Project

**LINKS**

https://www.linkedin.com/pub/kurt-frankhouser/87/b40/a30

**BIO**

Seasoned professional with over twenty years of expertise in delivering a comprehensive and balanced approach to solving business needs and completing projects. Diverse experiences include, but are not limited to, implementing agile project management organization, working with cloud technologies, gathering client requirements, architecting solutions, developing training curriculum and certification programs, creating detailed functional specifications and design documents, providing program/project management and coordination, creating and delivering presentations, coordinating and leading meetings, and providing various reports and/or dashboards as requested or required by upper management or peers.

Portfolio of projects include complete SDLC Web, SOA, Mobile, Cloud, Client/Server. Other projects are COTS Implementation, Integration, ITSM, CI/CD, DevOps Implementation, and Infrastructure.

Business management experience includes budgeting, staffing, contracts, proposals, sales, customer engagement, vendor management, change management, productivity tracking, reporting, and managing P&L. Experienced with negotiations and presentations to all levels of organization including C-level.

Industry experience includes Oil & Gas (9 yrs.), Property and Casualty Insurance (6 yrs.), Government (6 yrs.), Professional Services (8yrs.), and Start-up experience.

**EXPERIENCE**

**Agile Studios, Baton Rouge, LA and Atlanta, GA 07/2015 – Present**

**Agile Product Owner / Scrum Master and Coach / Technical Lead / Professional Services Manager**

***Technologies:*** ASP.Net, C#, AJAX, JAVA, Angular, MS SQL Server, Oracle, SSIS, ETL Oracle, Cloud Platform Management, Azure, Pivotal Cloud Foundry, Web API, RESTful services, MVC, API, SOAP, JavaScript, IIS, Team Foundation Server, Spring, Visual Studio 2015, Win Server, PowerShell, CSS, HTML 5, JSON, XML; JIRA, TFS, Pivotal Tracker, MS Project

* Manage and coach agile product teams. Responsible for managing business analysis, product vision, architecture, budget, financial reporting, staffing and vendor management, directing resources, user stories and specifications, tasks and estimates, acceptance criteria, testing plans, prioritizing features, managing risk, change management, initiation, directing sprints, conducting standup meetings, maintenance of backlog, velocity and burndown reporting, demonstration, release, and retrospect.
* Technical lead for architecture, service management, platform management, ITIL, change & release management
* Regularly made critical business decisions and worked with minimal supervision.
* Projects include:
  + Credit management solution for large bank; consulted as Agile Coach
  + B2B SaaS industrial estimating, planning, and asset management solutions for PlanX; Technology Lead, Scrum Master and Product Owner.
  + 1st release of Transportation SaaS and mobility product for Ford, it’s first and only profitable mobility product; Product Manager and IT Product Owner
  + Coordination of 70+ globally dispersed applications teams and multiple business units to migrate apps to HP Private Cloud. And migrated content of 135,000 users to SharePoint Online. Decommissioned legacy servers and associated infrastructure; Project Manager and Product Manager.
  + Automation services of complex product upgrade process with Accela Inc; Technology Lead, Architect, and Azure SME.
  + Took over multiple over budget and behind schedule implementations for Lexmark, bringing them back on track. Published numerous how-to instructional documents for in-house consultants.

**Hewlett Packard Enterprise, Houston, TX 05/2013 – 06/2015**

**Technical Lead / Product Owner (contract)**

***Technologies:*** ASP.Net, C#, MS SQL Server, SSIS, ETL, HP Cloud, Azure, WCF, REST API, JavaScript, IOS, Android, IIS, Visual Studio, Windows Server, PowerShell, VBS, CSS, HTML 5, JSON, XML, Active Directory, Microsoft Smooth Streaming, SharePoint API

* Managed agile product teams for software and infrastructure projects.
* Responsible for business analysis, product vision, architecture, scheduling resources, user stories, task lists and level of effort estimates, conducting standup meetings, acceptance criteria, testing plans, prioritizing features, managing risk, maintenance of backlog, velocity and burndown reporting, demonstration, release, and retrospect. `
* Technical lead for solution architecture, service management, platform management, ITIL, change and release management
* Projects:
  + SDLC of IOS/Android apps for HP employee access to secure content in SharePoint and a proprietary repository. Includes web services, storage, DB, and Active Directory interfaces.
  + SDLC of enterprise YouTube like video sharing/ hosting solution for HP internal use; with website, embedded viewer, and native Android and IOS apps; includes web services, video encoding services, storage, database, and Active Directory interfaces.
  + SDLC and release of an enterprise Encryption Compliance application installed onto 300,000+ Hewlett Packard workstations.
  + New enterprise content management solution hosted on HP Private Cloud, for HP. Managed business analysis, architecture, and Implementation. Post release; on boarded 715 dependent applications in coordination with 350 apps teams.

**Impression Works, Baton Rouge, LA 02/2010 – 05/2013**

**Product Manager / Technical Lead / Professional Services Manager**

***Technologies:*** ASP.Net, C#, SQL Server, IOS, Android, Platform Management, Azure, AWS, WCF, REST API, JavaScript, Win Forms, Visual Studio, Windows Server, IIS, CSS, HTML 5, JSON, XML, Active Directory, Google Analytics, Crystal Reports

* Managed agile product team. Responsible for business analysis, product vision, architecture, budget, financial reporting, staffing and vendor management, directing resources, user stories and specifications, tasks and estimates, acceptance criteria, testing plans, prioritizing features, managing risk, change management, initiation, directing sprints, conducting standup meetings, maintenance of backlog, velocity and burndown reporting, demonstration, release, and retrospect.
* Responsible for SDLC and release of 3 flagship products;
  + School fundraising SaaS solution with web site and mobile apps. Features included ecommerce, social media, digital media, print shop integration, shopping network, and data analytics. Released with IOS, Android and web versions hosted on AWS.
  + Predictive analytics research portal for predicting interest in retail commodities, using Google Analytics and proprietary BI processes and tools.
  + Mobile Job Force; a job application solution for job seekers to find jobs, and for employers to post jobs. Released with IOS, Android and web versions hosted on AWS.
* Directed onshore and off shore agile teams, Implemented PMO, and DevOps.
* Technical lead for solution and application architecture, service management, platform management, ITIL, change & release management
* Managed Professional Services team focused on SEO and web presence contracts. Handled RFQ’s, Proposals and customer engagement.

**Techreal Time Ltd., Baton Rouge, LA 05/2003 – 02/2010**

**Product Owner, Professional Services Manager**

***Technologies:*** Win Forms, ASP.Net, C#, MS SQL Server, SSIS, SSRS, ETL, Hibernate, AWS, Private Cloud, Java, JavaScript, Citrix, Visual Studio, Windows Server, Primavera API, Maximo, WPF

* Managed agile product team. Responsible for business analysis, product vision, architecture, budget, financial reporting, staffing and vendor management, directing resources, user stories and specifications, tasks and estimates, acceptance criteria, testing plans, prioritizing features, managing risk, change management, initiation, directing sprints, conducting standup meetings, maintenance of backlog, velocity and burndown reporting, demonstration, release, and retrospect.
* Managed Full-stack SDLC and release of several SaaS Products;
  + Asset Management
  + Project Management for construction
  + Estimating/Quoting
  + ERP forecasting solution
  + Simulator for project execution in 3D over timeline
  + Safety tracking and gap analysis
  + Business intelligence
  + Engineering automation
  + QA/QC
* Directed product implementations on customer sites, customer engagement, and contract negotiation.
* Launched a line of Mobility apps and ruggedized equipment for hazardous environments.
* Managed Professional Services group 12 consultants. Handled RFQ’s, proposals, contracts and customer engagement.
* Authored user guides, and wrote training and certification programs for end users and partners.

**Report Monger LLC, Baton Rouge, LA 08/2002–05/2003**

**Founder**

* Started and sold internet e-commerce company which served the property & casualty insurance market, and retail market.
* SaaS application, obtained accident reports nationally for claims settlement; and investigation. Grew company into third largest provider of police reports in the U.S.
* Designed and developed all technology for the business; e-commerce, accounting automation back-office, and document management website.

**US Agencies Casualty Insurance Co, Baton Rouge, LA 03/1998–08/2002**

**Product Manager, Developer**

* Drove IT vision, architecture, and software development for claims and accounting.
* Automated claims system with solutions for going paperless, fraud detection, data analytics and 3rd party integration.
* Pioneered the first B2B internet application for direct repair and sales program for an insurance company.
* Auditors rated claims software solution the best in the nation- out of 40+ systems reviewed.

**Louisiana Technical College System, Baton Rouge, LA 04/1991 – 03/1998**

**Product Manager, Developer**

* Led the design, development, and implementation of new student records system at 42 campuses resulted in legislation that transformed the Vocational Education System into the Technical College System.
* Planned, implemented, and sustained a comprehensive information and technology environment.
* Worked closely with project and program managers to establish and coordinate using Agile methods and manage human and capital resources.