Scrum Master/Senior Technical Project Manager/ Human Resources Continuous Delivery Scrum Master/Senior Technical Project Manager/ Human Resources Continuous Delivery Scrum Master/Senior Technical Project Manager/ Human Resources Continuous Delivery - ProKarma Bellevue, WA Work Experience Scrum Master/Senior Technical Project Manager/ Human Resources Continuous Delivery ProKarma - Bellevue, WA January 2019 to Present   Coached a T-Mobile software development team with both offshore and onshore employees starting from a 3-sprint rolling average velocity of 54 points per sprint up to 68 points per sprint (a 26% increase in productivity).   Formed a production support triage team to address defects in the Kronos production environment, this resulted in issues being addressed, improved team communication, and alignment between development & app-support teams.   Facilitated quarterly big room planning event for approximately 40 people: this resulted in 4 workstreams sequencing their work items, prioritized features, exposed cross-team dependencies, and identified delivery risks. Scrum Master & IT Business Analyst General Motors Company - Chandler, AZ September 2014 to January 2019 Global End User Experience Development   Wrote the standards and best practices guide for the Scrum Master role within GEUE-Dev organization.   Led a software development team new to Scrum, by project conclusion team had increased velocity output by 19%.   Coached external team of Engineers how to incorporate Scrum into their project, team delivered project 1 week early. Advocated for adoption of Agile practices across GEUE Dev org, Scrum Master role was added to project teams.   Reconstructed entire product backlog for delayed SIM5 project, project delivered on time with UAT approval.   Worked on project to design documentation site to reduce help desk calls, upon release website saved GM $645,000.   Created an analytics request portal, enabled company-wide access for requesting Adobe analytics reports.   Engaged the GEUE CIO to demonstrate value of analytics, metrics are now requested to verify adoption each release. Automated Adobe analytics report delivery, delivered over 150,000 Adobe Analytics reports. Intern / IT Operations Royal Caribbean International - Miramar, FL June 2014 to August 2014 Commissioned and decommissioned virtual machines used by employees in India, Mexico, and The Philippines.   Reallocated software and storage resources across virtual machines as user needs

changed across the globe.   Surveyed call centers in both Miramar and Miami to determine new software compatibility with current hardware.   Presented a capstone summary speech of my experiences in the internship program all of Executive IT leadership. Education Bachelor of Science in Information Technology in Networking Florida State University - Tallahassee, FL August 2014 Skills Agile Scrum, CSM, Scrum, Scrum Master, Scrum, CSM, Agile Scrum, Scrum Master Additional Information SKILLS   Experienced with requirements gathering, analysis, refinement and product owner/stakeholder collaboration   Extensive experience with Microsoft Team Foundation Server, and Adobe Analytics   Familiar with CA Agile Central (Rally)   Strong verbal & written communication skills   Strong technical documentation skills shown through release notes, product backlog construction: user stories and test case writing   Comfortable in Waterfall & Agile (Scrum, Kanban) projects   Strong public speaking and presentation skills

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