Scrum Master - Executive Support Team Scrum Master - Executive Support Team Scrum Master

Dallas, TX Authorized to work in the US for any employer Work Experience Scrum Master - Executive Support Team ExxonMobil - Dallas, TX October 2018 to Present   Gather business requirements for projects impacting C-level executives and the Board of Directors   Organize mission-critical IT support at high-profile events in Singapore, at the NYSE, and the JP Morgan Energy Conference   Coach team of 7 technicians in Agile and Kanban, yielding a 37% reduction in ticket Mean Time to Resolution   Implemented Scrum to align AV projects with customer needs, increasing ROI by 33%   Liaise between customers, IT, and external vendors on data security and other infrastructure projects Project Manager and IT Consultant ExxonMobil - Houston, TX June 2017 to October 2018   Consulted with business customers to improve business processes   Designed and piloted a new site engagement model in three different countries, resulting in 15,000+ work-hours saved (estimated $2.25 million)   Directed development and implementation of more than 80 projects with aggregate savings of 55,000+ work-hours (estimated $8.25 million)   Coached 10 consultants and developers in Agile methodologies to improve customer collaboration and reduce project cycle time Intern, Data and Analytics ExxonMobil - Houston, TX May 2016 to April 2017 Built a dashboard with Python and Tableau, leading to a 25% reduction in total incidents in 3 months Web Developer Brigham Young University, Department of Chemistry - Provo, UT August 2015 to May 2016   Developed web applications using Python-Django, Docker, and Mezzanine to monitor $500,000 of assets and service 3,000 active users   Implemented LDAP and FreeIPA to grant single sign-on access to 5,000 active users Intern, Enterprise Content Management Data and Business Intelligence - Minneapolis, MN May 2015 to August 2015 Education Master of Information Systems Management in Information Systems Management Brigham Young University, Marriott School of Management - Provo, UT April 2017 Skills Agile Scrum, Scrum Master, Scrum, CSM, PM Certifications/Licenses Certified ScrumMaster (CSM) December 2019 to December 2021

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