

Scrum Master Scrum Master Scrum Master Houston, TX Certified professional scrum master with over 8 years of IT experience working across broad Information technology, telecommunications, financial and banking domains. Experience working with diverse group of project resources (on-site and off-shore) in delivering high quality end to end SDLC projects on time and within budget. Highly organized, methodical and skilled in resolving project impediments, resolving team conflicts and building consensus with self-organizing teams. Goal oriented individual with excellent leadership, work ethic and communication skills.

Work Experience Scrum Master Prosperity Bank - Houston, TX
June 2017 to August 2019 Scrum master leading Application Development and Maintenance teams developing and implementing multiple projects for Prosperity Bank such as: Prosperity Bank TPS and Prosperity Bank UPI Also led a team of cross-functional resources on engineering and development of Statements Infrastructure platform to integrate the process and usage of customer account data into one single Operational Data Store (ODS) Facilitating agile scrum ceremonies for 3 teams; including backlog grooming, sprint planning, daily scrums, sprint demos and sprint retrospectives Collaborated with program managers and project teams in creating documentation of working agreement, definition of ready and definition of done for the scrum team. Assisted in Gathering project requirements, defining scopes, allocating resources and establishing meeting schedules meeting to facilitate and execute project demands Closely collaborated with development team members to identify and quickly address problems. Empowered and motivated project teams to be highly productive, promote collaboration and continuous improvement to our work process Analyzed and utilized reporting systems and metrics such as (burn-down and velocity charts) to keep project members and management in loop with latest information and project progress. Provided timely, accurate, and actionable information to program stakeholders in a structured and transparent way Coached teams in adopting and implementing Agile best practices, providing necessary training to create positive mindset to Agile methodologies and internalizing scrum values. Worked with product owners to consistently groom, order and maintain product backlogs Scheduled and facilitated planning and analysis sessions with vendors and internal teams

Scrum Master/Agile Coach Beyond Finance - Houston, TX August 2016 to January

2017 Facilitated Sprint Planning, Backlog Grooming, Sprint Reviews, Sprint Retrospectives and other Scrum ceremonies; Also tasked with analyzing and tracking agile metrics to optimize project delivery Supported the transformation of Beyond Finance IT services from waterfall to agile, helping in the formation of new Agile teams through training, establishment of norms and coaching throughout project lifecycle Coached development teams to become self-organized, cross-functional and highly efficient while delivering high quality software Participated in the implementation of Beyond Finance's Agile strategy and setting in place Key Performance Indicators to monitor project goals and deliverables. Collaborated with project leaders to identify and resolve organization impediments impacting implementation of project strategy Coordinated and participated in bi-weekly estimation meetings to provide high-level estimates (Story Points) for product backlog items Constantly Communicated projects' transformation progress via weekly updates to management highlighting successes, risks, areas of improvement, and suggested resolutions Facilitated documenting, publishing and executing the team's continuous improvement plan for high process improvement items (based on retrospectives) Guiding and Coaching the Scrum Team and organization on how to use Agile/Scrum practices and values for better results Assists in the planning, execution, and analysis of user acceptance testing to ensure test cases and completed user stories meet Acceptance criteria and Definition of Done Planned and track work with Jira, using confluence for daily collaboration and documentation of requirements, meeting notes and retrospectives

Scrum Master Verizon Wireless - Dallas, TX February 2014 to March 2016

Work closely with functional teams of network and system engineers in implementing fiber builds and 5G network support in the Dallas market Lead the transition of production support for a major telecommunications company to WaveCrest's Abilene TX office. This transition has created hundreds of jobs in the USA. Created and maintained System Development Life Cycle (SDLC) documentation. Participated in Daily Scrum "Stand-up", Biweekly Sprint Planning, review and Retrospective Sessions. Worked effectively with multiple Scrum teams with both distributed and offshore resources Closely collaborated with project members to quickly identify and quickly address problems, resolving conflicts impeding teams from working at optimum productivity.

Managed project risks by Proactively identifying risks before they impede team performance, and collaborating with team to develop mitigation plans. Worked with PO and various BAs to translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.

Served as a SME in Verizon's Agile space, participating in various communities of practice, contributing to white-papers, and authoring various confluence blog articles on best agile practices and new estimation techniques. Shielded scrum teams from external interference to work process for optimal productivity and success in delivering sprint goals. Collaborated with stakeholder groups across the organization to ensure business needs and technology alignment.

Database Administrator North Star Financial Services - Dallas, TX February 2012 to December 2013

Environment: Oracle 10g, 11gR1, 11g R2, 12c, RHEL 5/6/7, SOLARIS 10/11, IBM AIX, OEM, RMAN, Grid, RAC, ASM, Data-guard, DATAPUMP, RMAN, TOAD, TDE, Shell Scripting.

Extensively involved in installing the oracle RDBMS software, creating and configuring the databases (PROD, DEV, and TEST). Extensively used BMC Remedy, Citrix ticketing systems for resolving user request associated with database issues. Installed Oracle 12c database in the test environment and tested the upgrade from Oracle 11g to 12c. Worked on all database activities such as User management, space management and database security management on 10g, 11g and 12c databases on SOLARIS, LINUX and WINDOWS servers. Worked on administering 10 Production databases and more than 40 non-production databases of size ranging from 100GB to 5 TB on Solaris/AIX/LINUX servers. Performed high level Troubleshooting and Tuning, Written Shell Scripts for monitoring performance and health checks using scripts, AWR, ASH, ADDM, SQL tuning advisors and OEM. Involved in writing UNIX shell scripts for backup and recovery, Import and export procedure, PL/SQL functions, procedures, packages and triggers. Hands on experience in creating new redo log groups on ASM and NON-ASM environment to resolve performance issues by extending the existing redo logs. Responsible for setting up environments like installing, maintaining Oracle 12c RAC, Standby databases for High availability and Disaster recovery, upgrading and configuring the Oracle environment by creating databases, storage structures and

objects, database backup and recovery, monitoring and optimizing database performance

Analyzed the user requirements, designed partitioned tables and created indexes for improving performance and manageability because many queries can prune partitions. Expertise in Oracle networking, Performed Daily Monitoring of Oracle Instances, monitor users, and table spaces, Memory Structures, Rollback Segments, Logs and Alerts. Assisted IT Analysts on technical database issues and features. Proactively managed the databases, set up notifications, alarms using shell scripts for managing any exceptions in day-to-day management of the databases

Education Bachelor of Science in Computer Science University Of Buea December 2010

Skills

Software development, Frameworks, Migrations, Estimation, Mitigation, System testing, Qa, Qa analysis, Scheduling, Capacity planning, Agile Scrum, CSM, Scrum, Jira, Scrum Master

Additional Information Skills Agile Scrum, Waterfall methodology Agile Frameworks: SAFe, TDD, XP

Servant leadership Capacity Planning User Story estimation Risk mitigation planning

Stakeholder management Cross-functional supervision Great Communication Projects

Scheduling Software Development QA Analysis System Migrations/Integrations System testing

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