

Scrum Master, eBusiness Marketing Scrum Master, eBusiness Marketing Scrum Master / Project Manager Woodland Hills, CA Authorized to work in the US for any employer Work Experience Scrum Master, eBusiness Marketing Answer Financial, Inc. (an Allstate company) - Encino, CA May 2016 to July 2019 <https://www.answerfinancial.com> Using an agile framework to create digital solutions that include web sites, mobile applications, insurance agency quoting and management systems, insurance product provider integrations, and computer telephony integrations. Project Manager, Digital Marketing IT Farmers Insurance Group - Woodland Hills, CA May 2015 to April 2016 <https://www.farmers.com> Digital solutions for Farmer's and Partner websites, SOA integrations, Salesforce.com, onshore/offshore teams. IT Project Manager, Information Systems The Village Family Services - North Hollywood, CA May 2012 to December 2014 <https://www.thevillagefs.org> Implemented custom EHR and billing system integrated with LA County systems, trained all levels of staff. Planned complete upgrade of outdated IT infrastructure and security policies. Designed technical schema for 2 new office build outs. Supervised 1 Tech support. Project Manager, Implementation Services Remarkable Health - Scottsdale, AZ October 2007 to April 2012 <https://remarkablehealth.com> Custom EHR platform designed specifically for the behavioral health industry. Implementation PM and account manager for 16 clients located nationwide. Coached Engineering team through transition from waterfall to Scrum style development with iterative releases and a Lean startup attitude. Participated as Product Owner in Scrum ceremonies. Project Manager, Quality Assurance and Licensing Kaiser Permanente - Woodland Hills, CA April 2003 to September 2007 HealthConnect EMR implementation; Performed impact analyses, internal/external surveys, system QA and testing and coordinated with Epic Systems to address bugs. Organized regulatory audits and conducted Corporate Compliance trainings. Policy & procedure committee co-chair Education Bachelor's in Business Administration and Management California State University, Northridge - Northridge, CA 2007 Skills Agile Scrum (4 years), Jira (4 years), Project Management (9 years), Scrum Master (4 years), PM, Scrum, CSM, Certified Scrum Master, Kanban, Lean startup (3 years), Kanban (6 years) Certifications/Licenses Certified ScrumMaster (CSM) July 2020

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