

Agile Scrum Master Agile Scrum Master Agile Scrum Master - BLUE CROSS BLUE SHIELD Dallas, TX Lean- Agile Change Agent and servant leader with over 5 years of experience in leading teams in Agile software delivery Excellent team player and protects the scrum team while also providing un-biased transparency on progress. Tracking and maintaining product backlog, burndown chart metrics, team velocity and sprint/release progress Thorough understanding of the SDLC cycle Expert at driven the adoption and enforcement of scrum rules, removing impediment and fostering self-management Empowered teams to self-organize and grow cross-functionality Excellent communicator, team leader/player and can work alone with minimal or no supervision. outstanding problem solving, judgment, and decision-making skill Excellent motivator and great ability to multitask Highly organized, functions well in a high-intensity, and constantly changing environment

Work Experience Agile Scrum Master BLUE CROSS BLUE SHIELD - Richardson, TX January 2015 to Present Responsible for facilitating agile sprint ceremonies for two scrum teams (Backlog Grooming, Spring Planning, Retrospectives, Demo, Daily Standups) Facilitates meetings and assist the product owner to make sure the product backlog is in good shape before the sprint. Developed metrics to detect levels of teams' capacity and velocity, accurately estimate projects and to continuously help improve the team's performance from iteration to iteration Lead backlog-grooming activities and facilitate clarification on requirements and stories, ensure stories and tasks are properly estimated. Provide day-to-day leadership, direction, and coaching to the team to encourage adoption of agile practices best practices. Ensure the Product Owner is talking to the team regularly and reviewing the features being delivered Assist the Product Owner in setting realistic priorities and expectations of the product under development during the product backlog grooming process. Taught Agile Methodology throughout the organization to improve communications between IT, Engineering, Product Management, and Business; providing transparency and obtaining great business value Launched software delivery with zero defects, on-time, and under budget (\$2M+) yielding immediate ROI of double the budget Increased team velocity by 15% within the first 3 months of Agile adoption by incorporating capacity planning into sprint planning sessions Facilitated scrum ceremonies (backlog refinement, sprint planning,

retrospectives, daily stand-ups, etc.) Enacted change and continuous improvement increasing the productivity of Scrum teams by 15% and the quality of deliverables by 30% Empowered teams to self-organize, grow cross-functionality, and protected them from over-commitment Ensured roadblocks/issues were resolved within 24 hours and managed the lifecycle of code development, from ideation to sprints to deployment Effectively tracked and communicated sprint/release progress to senior leadership Make sure the capacity of the team is transparent so they do not get overloaded and can operate at a sustainable pace Identify, monitor and manage Risks to the sprint in collaboration with the Product Owner, assigning sufficient resources and time to address the risks throughout the project Assist the Product Owner in setting realistic priorities and expectations of the product under development during the product backlog grooming process. Initiated and maintained teambuilding exercises to boost team morale and collaboration.

STAPLES, FRAMINGHAM, MA DECEMBER 2014 - DECEMBER 2015 Role:Scrum Master

Manage projects within the IT Security domain leading project teams through all phases of both waterfall project lifecycle and agile framework. Follow Agile philosophy, strategy, tools and processes like Scrum, SAFe with wide spread adoption Manage onshore & offshore teams to deliver quality products which led to over \$1M in quarterly revenue Facilitate team and cross-team retrospectives to build good working relationships among 3 agile teams across 2 cities Coached product owner to gather effective requirements resulting in improved deliverables. Maintained burn-down charts, facilitated daily standup, retrospectives, sprint reviews or sprint planning Sessions

Worked with 3 scrum teams parallel with total of 23 team development team members, with more self-organized and cross functional environment, led to increase productivity by 18% Collaborate with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs Encourage and facilitate cross-team coordination and collaboration Develop test approaches and test plans to test application enhancements and changes against documented business requirements, in a manner, which results in a high quality solution meeting the functional and non-functional requirements of the end user. Facilitate scrum ceremonies (backlog refinement, sprint planning, retrospectives, daily stand-ups, etc.) Remove impediments, manage

the lifecycle of code development, and track velocity using story points and burn down charts

Effectively track and communicate sprint/release progress to senior leadership Liaised between the product owner, stakeholder and development team to ensure user stories/acceptance criteria is clearly defined, understood, and implemented successfully Delivered multiple large-scale projects that had direct and measurable cost savings, and shorter time to market Created self-organizing agile teams, training them in the scrum process and encouraging self-governance Worked with Product Owners team to create vision statement, DoR and DoD Partnered with product owner by communicating updates, and assisted with backlog maintenance Created information radiators through Scrum boards and burn down charts to bring accountability and improve efficiency Lead the transformation of the teams from waterfall to agile methodology Evangelized the values of self-organization, and cross functionality, while facilitating scrum ceremonies Provided visibility to team impediments and risks to senior leadership while working on eliminating them Work closely with designers, developers, and business SMEs to effectively assure delivery of a quality project

Support continuous improvement of team quality management practices, such as defect management, manual testing Assists with and supports the maintenance of statistical, metric-based reporting of testing progress, including clear and concise reports and dashboards.

Oracle/MSSQL Server Database Administrator EOG Resources Inc - Houston, TX April 2012 to December 2014 DBA supporting three major projects from Development to Production via Tech-Test environments, involving daily configuration, administration all running on IBM AIX 5.2 & 5.3. Database sizes range from 4GB to 2TB (in ODS & EDW environments). Providing 24x7 supports for production databases from versions 10g, 11g and 12c via Linus, AIX, Windows and Solaris servers Installation, configuration, maintenance and tuning of Oracle 11g and 10g on Red hat 5.0, IBM-AIX 5.3. Implemented oracle 12c active standby database for test database environment. Implemented oracle 12c flexi asm for pre-prod environment. Utilized rman recover table functionality and created proof of concepts for our pre-prod environment. Used PUTTY, SQL Developer and OEM for managing and supporting databases Extensive knowledge in Hot/Cold Backup, Recovery and Cloning of databases using RMAN with VERITAS Net Backup Wrote

scripts for Backup of databases and maintenance of archive logs for databases Scheduling and Monitoring backups on crontab Creating and managing users and objects Extensive working knowledge of SQL, PL/SQL, and shell scripting Used traditional export-import and DataPump for refreshing schemas, tables and different objects Planned and implemented Oracle 11g RAC and Standby Databases Data Guard for High availability and Disaster Recovery. Experience in Installation, Configuration, Maintenance and Tuning of Oracle 10g, 11g and 12c RAC databases Troubleshooting critical issues on production/ development environments Using the oracle utilities like TKPROF and AWR for Performance and Tuning of Database Identified long-running database queries, refining queries for better performance, and working with end- users to implement changes Applying upgrade patch, maintenance and patches on all the databases. Installed Microsoft SQL Server 2008/2012 support over 200 dev, test and prod databases on sql server management studio Used SQL server management studio (SSMS) to managed and monitored SQL databases Scheduling and monitoring jobs using SQL Server Agent on SSMS Generate reports using PA performance Tools Restored SQL Server Databases from FULL, DIFFERENTIAL, and TRANSACTIONAL logs backups Shrink LOGS to create space when needed to ensure application operation Monitored overall system performance and Database growth Strong analytical problem solving and excellent communication skills with ability to work within team environment and independently Oracle Database Administrator Oracle Corporation June 2010 to March 2012 Performed Installation and configuration of Oracle 10.2.0.1 database on HP-UX platform. Successfully performed migrations from Oracle 10g/11g to 11gR2 RAC (Real Application) Database. Implemented Logical and Physical Standby Databases for RAC cluster on Sun Solaris platform using Data Guard feature of Oracle 11g R2. Planning Backup/Restoration Strategy, Planning and scheduling Backups, taking Logical Backups (with Export and Data pump utilities). Creating & Managing Database Structures, Storage Allocation, Table/Index segments, Constraints, Database Access, Roles and Privileges. Performance tuning of Queries by maintaining Aggregates, Compression, partition, Indexing and use of Hints, Stored outlines, Statistics for the same. Performance tuning and diagnosing DBMS and individual Production databases, organized various

migration review meetings with the application team to discuss the migration strategy based on their requirements. Cloned/Migrated databases using RMAN and traditional Data Pump export/import utilities in Oracle 11gR2. Implemented recovery strategies whenever required and successfully recovered databases in case database crash, media/disk failures by using RMAN. Scheduling the Physical backups (hot & cold) in CRON tab using RMAN utility and monitoring the scheduled jobs. Applied patches 10.2.0.2 and 10.2.0.3, 10.2.0.4. Responsible for Creating Users, Groups, Roles, Profiles and assigning the users to groups and grant necessary privileges to the relevant groups. Constantly monitor the performance (V\$ dynamic performance views at peak load) of the Databases and viewing Alert log files & Trace files. Cloning databases using scripts as well as RMAN and performed tablespace point in time recovery (TSPITR) using RMAN and user managed backups. Implemented Streams replication between RAC and non-RAC database environments. Installed Oracle 12c Enterprise Manager (Grid control) for diagnosing and monitoring performance related problems and configured with Application servers on test databases. Assisted a team of DBA's in upgrade of databases from Oracle 10g Release 2 to Oracle 11g Release 2. Monitoring and tuning using tools like Enterprise Manager GRID, Oracle Cost Based Optimizer (CBO) SQL analyzer, automatic checkpoint tuning, SQL Advisors, Performance Manager and Statspack. Performed conversion single instance to Real Application Cluster (RAC) Database instances. Utilized Oracle Streams to capture, propagate, and apply the transfer of data, transactions, and events within managed databases. Used SQL TRACE, TKPROF, EXPLAIN PLAN utilities for optimizing and tuning SQL queries. Maintained data integrity and security using integrity constraints and database triggers. Provided 24X7 supports for all the production and development databases. Education Master's Degree in Health Care Administration Anna Maria College - Paxton, MA August 2014 Bachelor' of science in Health Science Dominican College - Orangeburg, NY May 2012 Skills Agile Scrum, Jira, Scrum Master, Rally, CSM, Scrum, Kanban, Certified Scrum Master

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