

# Ben Booker

IT Consultant | Agile Delivery Lead | Certified Scrum Master (CSM)

## CAREER OBJECTIVE

Delivering high-quality software solutions through Agile methodologies and expertise across the development lifecycle.

## EXPERIENCE

### HIGHSPRING (BUILT / VACO), BRENTWOOD, TENNESSEE

#### IT Consultant / Agile Delivery Lead, 2024 - current

- Scrum Master / facilitate teams to deliver high-quality products on time
- Business Analyst / identify business needs and develop technical solutions

### PETSAFE BRANDS (RADIO SYSTEMS CORP), KNOXVILLE, TENNESSEE

#### D2C Ecommerce Specialist, 2016 - 2024

- Execute the launch and commercialization of retail products and campaigns
- Adhere to project timelines across multiple branded touchpoints

#### IT Systems Analyst, 2015 - 2016

- Domain Administrator / manage and resolve technical issues and equipment
- SharePoint Administrator / design intranet to drive business collaboration

#### Systems Support Specialist, 2010 - 2015

- Customer service / technical troubleshooting
- Product owner / knowledge base and technical support articles

### RADIOSHACK (RADIOSHACK CORP), FORT WAYNE, INDIANA

#### Sales Associate, 2004 - 2009

- Retail sales and servicing of consumer electronic products

## EDUCATION

### CERTIFICATES

- **Certified ScrumMaster (CSM)**, Scrum Alliance, 2025
- **Mobile Web Design**, Pellissippi State Community College, 2017
- **Cisco Computer Networking**, Anthis Career Center, 2004
- **CompTIA A+ Computer Repair**, Anthis Career Center, 2003

### DEGREES

- **Associate Degree**, Computer Information Systems, Ivy Tech Community College, 2008

## SKILLS

Agile experience in sprint planning, drafting user stories with acceptance criteria, and backlog prioritization to satisfy business stakeholder requirements.