

# Benoit Bourdin

(he/him - remote from Asturias, Spain)

Key roles performed	Top skills
<b>Agile/Lean/DevOps transformation lead and coach</b> (4 years)	<b>Soft skills:</b> Empathy, listening, proactivity, coaching, leadership.
<b>Product owner</b> (2 years) <b>Scrum master</b> (2 years)	<b>Culture:</b> Agility, product management, data-driven, transparency, teamwork, focusing business value.
Global standards, middleware/automation SME (10 years)	<b>Practices:</b> Scrum, Kanban, SAFe, team topologies, infrastructure as code, Value Stream Mapping.
System & network administration, software development (5 years)	<b>Tools:</b> Jira, GitHub, Azure DevOps, Jenkins, Power BI.



Top #1 Product Management	Top #1 Team Management
<b>Agile/DevOps central platform</b> (2021-2022) 28,000 users, NPS: +95%. Improved availability from 97% to 99.6%, MTTR from 7 to 1 day. Mitigated 50 knowledge risks to unlock 400 work items/features.	<b>Agile Marathon team</b> (organizing a global agile conference in 2020), 9 members. Huge team learning and experience, high performance. 2,348 attendees, eNPS: +90%.