Blake Hill, CSM

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CAREER SUMMARY

- Award Winning Senior IT Leader with focused experience in application development, quality assurance, and operational excellence with proven success building and leading global teams to streamline processes, reduce costs, and improve efficiency and quality

- Reduced escaped defect percentage from 4.69% to 0.96%, a decrease of 80%, by implementing new QA practices and methodologies as well as Scrum metrics reviewed monthly with the team to increase visibility and accountability

- Oversaw 4 Managers, including 1 Offshore Manager, 2 Development Managers, and 1 Quality Assurance Manager, and a team of 35+ on and offshore employees in an Azure Cloud environment, to lead the applications development, QA, and IT operations strategy and roadmap, consistently increasing efficiency and reducing costs

- Established a 99.7% installation success rate for UAT and production in an environment responsible for processing 18B transactions per month

- Led a team of 35+ across 2 divisions, and managed the budget and quality control of up to 10 multi-million dollar, concurrent IT projects, including electronic distribution and financial services, for worldwide leading provider of cost-efficient hotel solutions with monthly transactions of $1B across 9,300 hotels

- Established baselines Net Promoter Score (NPS) from internal stakeholders of -37 and increased NPS score to +66 within 11 months; an increase of 278% in internal customer satisfaction with relation to velocity and quality of deliverables

CORE COMPETENCIES

- Global IT Operations Strategy
- Team Leadership
- Talent Development
- Operational Excellence
- Quality Assurance
- Project Management
- Cross-Functional & Executive Collaboration
- Scrum Master (CSM), Green Belt
- Agile Methodology
- SOP Development
- Cost Savings
- Project Management

PROFESSIONAL WORK EXPERIENCE

ACCENTCARE – MCKINNEY, TX   01/2021 – CURRENT
Director of QA/DevOps/Agile Transformation

- Created Agile/Scrum training curriculum to educate and train the product and information technology teams to ensure successful adoption of the changes to Accentcare's SDLC
- Increased velocity of main development team by 50% within the first 3 months of adoption of Agile/Scrum
- Reduced escaped defect percentage from 4.69% to 0.96%, a decrease of 80%, by implementing new QA practices and methodologies as well as Scrum metrics reviewed monthly with the team to increase visibility and accountability
- Established baselines Net Promoter Score (NPS) from internal stakeholders of -37 and increased NPS score to +66 within 11 months; an increase of 278% in internal customer satisfaction with relation to velocity and quality of deliverables.
- Handled offshore/onshore vendor relationships, Purchase Requests and Statements of Work

TF HOLDINGS – IRVING, TX   02/2020 – 01/2021
Director of Development Operations & Applications Development

- Oversaw 4 Managers, including 1 Offshore Manager, 2 Development Managers, and 1 Quality Assurance Manager, and a team of 35+ on and offshore employees in an Azure Cloud environment, to lead the applications development, QA, and IT operations strategy and roadmap, consistently increasing efficiency and reducing costs
- Managed 80 releases to production so far in 2020 with 100% completion and success rate, successfully meeting customer expectations and avoiding rework
- Created QA strategy, roadmap, and SOPs, including SOPs for testing, production, and internal quality controls, effectively streamlining workflow, and increasing overall efficiency and quality
- Established offshore operations with 30+ employees, in collaboration with 3rd party vendor, including hiring and training staff, creating SOPs, ensuring compliance, and budget adherence
- Developed and implemented project prioritization strategy by establishing qualifier metrics and decision-making criteria, and soliciting buy-in from senior leadership to significantly improving cross-departmental collaboration, efficiency, and cadence

RATEGAIN – DALLAS, TX   2015 – 2020
Vice President of Applications Development /Sr. Director of Applications Development

- Oversaw a team of 15, including Java Developers, QA Analysts, and Project Managers, and managed a $3M budget, to implement Agile SDLC methodology and Scrum framework, create product road maps, and transform the team to a dev-ops framework

- Grew department from 3 to 15 employees by hiring, training, and onboarding 10 new employees and increased team engagement and collaboration through targeted, individualized mentoring and coaching to enhance communication skills and overall performance
- Established KPIs and developed SOPs, including quality controls for developer code review and a 70%-unit test coverage code metric requirement for developers, significantly increasing the functionality, quality, and speed of software development
- Established a 99.7% installation success rate for UAT and production in an environment responsible for processing 18B transactions per month
- Performed Scrum Master duty for all 3 scrum teams (30+ employees), including implementing and overseeing backlog grooming, iteration planning, daily stand-ups, and retrospective meetings
- Leveraged technology, including JIRA, Confluence, Bitbucket, SonarQube, Bamboo, Crucible, and Fisheye to systematically improve project management, quality of development, and collaboration, achieving a high NPS score for customer satisfaction
- Implemented comprehensive, scalable, and adaptable SOPs and OKRs/KPIs, in collaboration with the C-Suite, including team metrics via Atlassian tools along with innovative internal metrics for quality and velocity not already encapsulated in JIRA
- Achieved 100% compliance with release management SOPs, from delivering code to UAT, documenting the release, and effectively communicating changes and improvements to the customer
- Promoted from Director to Senior Director, and then to VP due to consistent high-performance recognized by the C-Suite

ONE TECHNOLOGIES – DALLAS, TX   2012 – 2015
Senior Quality Assurance Director

- Led 4 teams, including 15 employees and 3 managers and a multi-million-dollar budget to establish QA vision, KPIs, and served as Scrum Manager, significantly improving QA and efficiency in under 3 years
- Established and oversaw application testing for iPhone/Android mobile applications and spearheaded crowdsource testing with Applause, increasing quality and speed by leveraging unlimited crowdsourced testers
- Tracked Sprint deliverables and efficiencies for multiple teams and created and communicated metrics for Sprint efficiencies (Iteration Velocity, Net Velocity, Story Points), resulting in improved metrics across the board
- Collaborated with senior leadership to solicit stakeholder feedback to identify opportunities for improvement, resulting in reorganizing the team for improved efficiency and velocity
- Managed ongoing effort to rewrite existing regression automation framework, including Framework: Ruby, MongoDB; Framework Reporting Server: JavaScript on NodeJS; Framework Reporting Client: HTML5 with JavaScript using Knockout, and Scripts: Ruby, SQL, PowerShell, and JavaScript

PEGASUS SOLUTIONS – DALLAS TEXAS   2006 - 2012
Senior Director of Quality Assurance & Business Analysis

- Led a team of 35+ across 2 divisions, and managed the budget and quality control of up to 10 multi-million dollar, concurrent IT projects, including electronic distribution and financial services, for worldwide leading provider of cost-efficient hotel solutions with monthly transactions of $1B across 9,300 hotels
- Established QA strategy, roadmap, and KPIs, increasing Sprint iteration deliverables to 95% completion and on-time delivery to 98%, and increasing output on average 27%
- Increased overall automation coverage by 25% in 1 year by implementing regression automation in JMETER and deploying automated process to reduce testing time for all applications
- Created talent development and communication strategy, including establishing team metrics and consistent communications, effectively increasing accountability, engagement, and performance, and decreasing turnover to less than 3% over 5+ years
- Negotiated contracts with vendors, consistently increasing value to the company while leveraging relationships to reduce costs
- Oversaw 3rd-party offshore testing, consistently achieving quality metrics, deadlines, and budget adherence
- Implemented Agile/Scrum SDLC from Waterfall across 2 divisions, coaching and mentoring the team to improve QA and speed
- Collaborated with configuration management to establish change request process by assigning testing metrics and release narratives detailing the highlights of the release, enabling usage outside of IT such as product and service delivery
- Created SharePoint tracking site to communicate all builds released to production with associated documentation, statistics, user stories, increasing visibility companywide and improving annual audit process
- Implemented cross-training initiatives to increase versatility and throughput of department and to build cross-functional teams
- Served on the Employee Engagement Committee and spearheaded creating the Employee Recognition Program and Employee Volunteer Day, which was rolled out worldwide and increased companywide engagement and retention
- Promoted from QA Manager of Electronic Distribution due to consistent high performance and leadership strengths
- Awarded Global Pegasus Motivation Award as employee who was able to draw the best efforts out of others with whom they work

EDUCATION/LICENSES/CERTIFICATIONS

UNIVERSITY OF ALABAMA - *MS in HES, Consumer Quality Management*

AMBERTON UNIVERSITY - *BS in Human Behavior and Development*

UNIVERSITY OF MASSACHUSETTS-LOWELL – *BS, IT (50% Complete; pursuing a 2nd Bachelor's degree)*

NOTRE DAME MENDOZA SCHOOL OF BUSINESS – *Executive Leadership & Management Certification*

CERTIFIED SCRUM MASTER (CSM); AGILE MASTERY CERTIFICATION; GREEN BELT, LEAN, & DESIGN FOR SIX SIGMA (DSS), LEADERSHIP ESSENTIALS