Christina Pickard
Release Train Engineer

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South Lyon, Michigan | 734-674-9996

Agile professional with 10+ years of experience in coaching teams to adopt Agile, from small teams to full scale transformations. Enthusiastic about digging into processes, removing roadblocks, and fostering collaboration to help teams work smarter, improve continuously, and deliver real value.

Key Areas of Expertise

Agile Methodologies and Framework | Strategic Alignment and Execution | Coaching Agile Teams and Leadership | Continuous Improvement | Flow Management and Optimization | Metrics and Performance Tracking |Event Planning and Facilitation | Risk Management | Value Stream Mapping | Developing Workshops and Learning Cohorts | Facilitate Communities of Practice | Supporting Lean-Agile Adoption Across the Organization

Career Highlights

- **Led Agile Transformation Initiative** – Identified the need for an Agile transformation after recognizing the company was not truly operating under Agile principles. Organized and implemented Agile and Scrum framework training for the entire software development team. Introduced system demos, sprint planning, backlog refinement, and regular retrospectives, including a continuous improvement backlog for teams.
- **Scaled Agile Transformation for 1,500 Team Members** – Spearheaded the rollout of a Scaled Agile Transformation, impacting 1,500 team members within a month. Created training events in the learning management system and co-facilitated Scaled Agile Framework (SAFe) training courses alongside Agile Coaches.
- **Developed Micro Learning Workshops** – Designed and implemented role-specific micro learning workshops for Scrum Masters and Product Owners across 16 Agile teams. These workshops provided firsthand learning with actionable outputs, reinforcing key role responsibilities, and improving Agile execution.

Professional Experience

Release Train Engineer   October 2022 - Present
Southwest Airlines | Dallas, Texas

- Shape Agile Release Train culture to foster high-performing teams, continuous improvement, and an enjoyable work environment.
- Use Agile tools and metrics to optimize value flow, track progress, and improve performance.
- Serve as the primary communication hub between Agile Release Train, external Agile Release Trains, and other stakeholders.
- Plan and facilitate Agile Release Train events, tailoring them to the team's needs.
- Lead Agile Release Train events and coordinate program ceremonies with other Release Train Engineers.
- Develop a roadmap for advancing SAFe implementation within Cybersecurity Agile Leadership.
- Coach and support three Scrum Masters across five teams during SAFe transformation.
- Conduct regular meetings with the Director of Cyber Defense to assess Agile Release Train progress and growth opportunities.

Agile Release Manager | Release Train Engineer | Agile Coach   January 2018 – October 2022
Rocket Mortgage | Detroit, Michigan

- Empowered teams to refine Agile practices for better software delivery.
- Supported technology team through SAFe transformation.
- Guided 16 IT development teams on an Agile Release Train.
- Defined work intake processes for teams and train.
- Drove priority decisions using WSJF.
- Provided Agile and SAFe training and workshops.
- Delivered biweekly Operational Reviews to train leadership.

Scrum Master   June 2013 - January 2018
HealthEdge | Burlington, Massachusetts

- Served as SCRUM Master for Agile teams.
- Supported and organized a complete Agile transformation for nine teams across four projects.
- Supervised and assisted five scrum teams, including internal Scrum Masters.
- Compiled and sent out biweekly reports to VPs of each product and SVP Engineering with statistics on releases and sprints.
- Administered JIRA.
- Built project requirements from customer requests and input them into the JIRA system.
- Worked with the Professional Services Department to maintain internal workflow and communication with customers.
- Ran regression tests on the software to ensure the usability of test cases.
- Worked as a project manager to oversee workflow on customer projects.
- Created reports on medical topics to present to the Quality Assurance team.

Education and Professional Development

BS Engineering; concentration in Service Systems, Michigan Technological University | Houghton, Michigan

Certifications: Certified Scrum Master, SAFe Practice Consultant (SPC 6.0), SAFe Release Train Engineer (RTE 6.0)

Agile Tools: Jira, Jira Align, TFS/ADS, SharePoint, Confluence, Miro, Lucidspark