

Chad Crotchett

918.629.9171

<http://www.linkedin.com/in/chadcrotchett>

Chad.Crotchett@gmail.com

SCRUM MASTER / AGILE COACH

Agile advocate for over 12 years with 19 years of professional experience across Agile, QA/testing, SDLC, and consulting. Eleven years of increasing Agile skills (including SAFe and Advanced CSM) across multiple teams. Focused on enabling Agile delivery to empower a software development team to quickly deliver value to the business, stakeholders, and customers.

- SAFe Program Increment Planning
- Agile/Scrum delivery
- Facilitation of Scrum events
- Quality Assurance/Testing
- Product Owner
- Jira (Cloud/Server) Story Creation

AGILE AND TESTING EXPERIENCE

CUBIC – Austin, Texas

Oct 2018 – Aug 2023

Transportation Information Services

Agile Coach – Umo Rewards (Oct 2020 – Aug 2023)

- Co-hosted seven Scaled Agile Framework (SAFe5) Product Increment Planning (PIP) events, coordinating nearly 100 people for PIP, PIP Retrospectives, and Inspect & Adapt
- Coached department on SAFe and Agile practices and provided guidelines during team planning, leadership reviews, business value definition, and confidence votes
- Configured team-wide e-whiteboard for week-long planning, allowing teams to quickly jump directly into planning thereby shortening the duration of the planning meetings
- Setup and hosted department Retrospectives, including action definitions and suggested improvements, and worked to implement top-voted improvements
- Hosted Inspect & Adapt event across five delivery teams and calculated SAFe score
- Trained two Product Owners on Scrum processes and Minimum Viable Product (MVP) definition to increase confidence and reliability of engineering estimates

ScrumMaster – NextBus (June 2019 – Oct 2020)

- Planned and facilitated Sprint planning, Daily Scrum, retrospectives, and refinement
- Trained Product Owner and four new team members to Scrum processes and methodology to improve agility and focus on providing value to the customer
- Guided Product Owner in user story creation and Minimum Viable Product (MVP)
- Encouraged and supported the adoption of Scrum Values within the team, and leadership
- Coordinated and hosted Engineering team events (such as story mapping and retrospectives) during PIP to provide business focus for the mid-term priorities

Scrum Quality Assurance Lead – NextBus (Oct 2018 – Nov 2019)

- Led QA effort for transportation product using Agile methodology

WELLSKY/KINNSER – Austin, Texas
Home Health and Hospice Information Services

July 2014 – Sept 2018

Senior Quality Assurance – Mediware/WellSky Hospice (Dec 2016 – Sept 2018)

- Provided Scrum coaching and suggested approaches during team reviews that enabled the team to further embrace Scrum principles and increase estimate reliability
- Coached new team member on Scrum/Agile and QA to improve velocity
- Led team in Scrum activities when ScrumMaster was unavailable
- Influenced story discussion and scope, as well as scrum commitment and strategy

Quality Assurance Lead – Kinnser ADL Private Duty (July 2015 - Nov 2016)

- Functional SME for application purchased July 2014, working closely with Product Team while utilizing Scrum principles to increase customer value and agility

Quality Assurance Analyst – Kinnser Home Health (July 2014 - July 2015)

- Responsible for supporting quality control and quality assurance across Scrum teams

NEXTGEN – Quality Assurance Analyst – Austin, Texas

July 2013 – July 2014

- Primary test analyst and coordinated testing with offshore team of four

USAA – Software Quality Engineer – San Antonio, Texas

July 2012 – July 2013

- Analyzed requirements, created/executed test cases, and managed defects for mobile app

SLALOM – Consultant – Dallas, Texas

Dec 2011 – June 2012

- Planned and executed testing for a software enhancement for a financial client

ACCENTURE – Consultant – Dallas, Texas

2004 – 2009, 2010 – 2011

Fortune Global 500 Information Technology Services (received CSM in 2011)

Quality Assurance Test Lead for Scrum teams (various clients)

- Supported Scrum team estimates from a QA perspective when sizing story effort
- Managed on/offshore teams that created and executed test plans and managed defects

EDUCATION AND AWARDS

Bachelor of Science – Management Information Systems (MIS) – Oklahoma State University

SAFe 5, SAFe 6 Certified Scrum Master	Scaled Agile, Inc	2021-present
Advanced Certified ScrumMaster (A-CSM)	Agile Alliance	2020-present
Certified ScrumMaster (CSM)	Agile Alliance	2011-present

Kinnser Employee Spotlight Q1 2016 Service Award Winner – Delivery

2016