

Debrah Martin

623.451.0368 cell • mzdeb61@outlook.com • [LinkedIn Profile](#)

Sr. Project Manager/Program Manager • Certified Scrum Master (CSM) • Certified Product Owner (CSPO) • ALP
Servant Leadership • Generative AI

Experienced **Sr. Project/Program Manager** with over 12 years of expertise in managing diverse projects, teams, and budgets. Certified Scrum Master, Product Owner, and Servant Leader skilled in Agile, Waterfall, and Hybrid methodologies. Proficient in Value Stream Mapping, team coaching, and IT PMO collaboration. Partners with leaders to define project approaches and success metrics. Managed and supported 70+ applications using various methodologies. Emphasizes continuous improvement, servant leadership, and safe work environments. Experienced in integrating Generative AI into project management practices. Skilled in project execution, executive briefings, and risk management.

Comprehensive Project Management Expertise

ALP-Servant Leadership Levels 1 & 2 - Manufacturing Projects Implementation for LVs - JIRA/Confluence - Product Backlog Management - Agile Coaching & Mentoring - Project Communications planning - MS Project - MS Power APPs - PMI Generative AI-PM - Agile Methodologies/Ceremonies - Technical Project Management - Microsoft Teams - Microsoft Office 365 Product Suite - PMO Development/Reporting - Power BI/Metrics - Conflict Resolution - Value Stream Mapping Facilitator - Vendor Management/SOWs - Budget Management - Requirements Elicitation - Change Management

Key Project Management Accomplishments: Agile Leadership and Strategic Execution

- ✓ **Led Agile Teams:** Certified as both Scrum Master and Product Owner, effectively led Agile teams at UST Consulting Services, generating and tracking Agile metrics, facilitating Agile ceremonies, and managing projects across a spectrum of budgets up to \$2.5 million.
- ✓ **Managed Corporate Payroll IT Project/Program Migrations:** At DANA Incorporated, managed extensive Corporate Payroll IT Project/Program Migrations integrating platforms such as SAP and Salesforce, coordinating multiple project and infrastructure teams, managing budgets, and handling vendor relationships.
- ✓ **Program Management for Consumer and Business Solutions:** At Experian, managed programs and budgets for consumer, business, and credit solutions, utilizing various methodologies from project kickoff to closure, ensuring governance and oversight with tools like JIRA/Confluence and Power BI.
- ✓ **Managed TSA Pre✓ Project for US Airways/American Airlines:** Responsible for the TSA Pre-Check Project, overseeing multiple business areas and coordinating five IT project teams to ensure project delivery within budgetary and time constraints.
- ✓ **Development of Strategic Plans and IT Projects for US Airways:** In my career at US Airways, I managed and developed strategic plans for internal projects, such as sales promotions and loyalty programs, using project management tools and methodologies to align with stakeholder needs and project goals.

Executive Career Progression

UST Consulting Services – Remote

2021 – 2024

Sr. Project/Program Manager/Certified Scrum Master/Certified Product Owner/Servant Leadership

- Attained Certified Scrum Master (CSM) and Certified Product Owner (CSPO) credentials. Led high-performing Agile teams, implemented robust metric tracking systems, and orchestrated effective Agile ceremonies, including daily stand-ups, retrospectives, sprint planning, and backlog management.
- Spearheaded project implementations and release management strategies across diverse budget scales, culminating in successfully executing multi-million-dollar initiatives (2.5M+). Leveraged expertise in Waterfall, Agile, and Hybrid methodologies to support a portfolio exceeding seventy applications.
- Facilitated comprehensive Waterfall workshops, eliciting technical and functional specifications from clients and development teams. Ensured meticulous requirement gathering and proactively addressed dependencies across varied project solutions.
- Partnered with PMO leadership to refine and optimize project management practices and toolsets. Drove continuous improvement initiatives and substantially enhanced productivity within Agile team environments.

DANA Incorporated – Remote

2023 - 2023

Sr. Project/Program Manager, Certified Scrum Master, Product Owner - Contractor

- Orchestrated large-scale Corporate Payroll IT Project/Program migrations across diverse platforms, including SAP, Salesforce, 401K, HR, Treasury, ADP-T&A, Banking, Tax, Wage Types, Multi-Vendor, Finance (Budgets), Vanguard Elections, Concur, G/L, G/L FICO IT, and Garnishments.
- Coordinated multiple projects and infrastructure teams, including senior leadership.

DANA Incorporated continued...

- Led onshore and offshore teams, oversaw budget management, executed strategic communication plans, and steered projects from initiation to implementation utilizing Waterfall and Hybrid methodologies.
- Spearheaded Change Management processes, training initiatives, and rollout support.
- Collaborated closely with PMO and senior leadership to deliver comprehensive status reporting, actionable metrics, and timely issue escalation.
- Directed manufacturing projects, overseeing hardware/software implementations for e-propulsion systems in Light Vehicles across multiple DANA locations. Managed plant launches, infrastructure setups, and post-warranty support programs.
- Leveraged advanced tools for robust tracking and reporting capabilities, including MS Project, Power BI, Salesforce, and ServiceNow.

Experian – Remote

2021 - 2023

Sr. Project/Program Manager, Certified Scrum Master & Product Owner - Contractor

- Spearheaded diverse programs and managed complex budgets across consumer, business, and credit solution portfolios. Executed comprehensive post-project support strategies and oversaw critical maintenance operations during warranty periods.
- Demonstrated versatility in applying multiple project methodologies, including Waterfall, Hybrid, Iterative, and Agile Scrum. Guided projects from initiation to closure, orchestrating seamless transition support and facilitating insightful lessons learned ceremonies.
- Leveraged advanced tools such as JIRA/Confluence, Power BI, and MS Project to streamline issue reporting, track key metrics, and maintain robust project documentation. Developed comprehensive plans, logs, and dashboards to ensure effective governance and oversight.
- Optimized resource allocation, cultivated strategic vendor relationships, and fostered cross-functional team collaborations. Delivered actionable performance feedback to senior leadership and efficiently managed onshore and offshore operational models.

US Airways/American Airlines DFW – Dallas Fort Worth (On-site)

2010 – 2020

Business Analyst/Sr. Project & Program Manager/Certified Scrum Master/Product Owner

- Orchestrated complex IT projects and maintenance support initiatives, leveraging Waterfall and Agile/SAFe methodologies. Optimized team backlog management, consistently delivering Minimum Viable Products (MVPs) within strict budgetary and time constraints.
- Spearheaded the mission-critical TSA Pre-Check Project across the Airline campus, coordinating multiple business units and five specialized IT project teams. Led cross-functional groups, including senior architects, infrastructure specialists, business analysts, and QA resources.
- Oversaw technical support services for an extensive portfolio of over seventy client applications. Managed 24/7 on-call support operations and conducted rigorous disaster recovery simulations to ensure optimal system readiness and resilience.
- Developed and implemented sophisticated Key Performance Indicators (KPIs) utilizing Power BI and Tableau to measure and enhance team performance. Navigated onshore/offshore team transitions during COVID-19, championed DevOps initiatives, and executed Value Stream Mapping to streamline processes and eliminate project inefficiencies.

Business Analyst/Project Manager

- Orchestrated and developed comprehensive strategic plans for diverse internal projects, encompassing sales initiatives, shuttle services, promotional campaigns, airport notification systems, loyalty partner programs, One World Alliance partnerships, Code Share enhancements, and corporate .com platforms (ticketing software/sales/mileage programs).
- Engineered, implemented, and maintained robust application requirements utilizing advanced tools, including MS Project Suite, CA Rally Agile Suite, Agile Scrum, Trello, TFS, and JavaScript. Ensured seamless alignment between stakeholder needs and overarching project objectives.
- Leveraged cutting-edge tools such as Tableau, Power BI, DevOps, GitHub, Hygieia Dashboard, and Planview to optimize project tracking and reporting processes. Spearheaded Value Stream Mapping (VSM) initiatives and conducted comprehensive team maturity assessments, driving significant enhancements in process efficiency and overall team performance.

Wells Fargo Bank, contract

2009 - 2010

Sr. Business Analyst/Project Manager

Education
DeVry University - Phoenix, AZ, Bachelor of Science - Technical Management
Certifications
Certified Scrum Master (CSM) • Certified Scrum Product Owner (CSPO) • ALP Certificate Servant Leadership (SL) • Certificate PowerBI • PMI Certificate Generative AI- PM • PMI Certificate Earned Value (EV)