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|  | Gibson Chigbu Jr.  SFC, CSM, PSM I & II, SSM | |  |
| Contact Sugar Land, TX 77479  (504) 390-6655  [gibsonchigbujr@gmail.com](mailto:gibsonchigbujr@gmail.com) | | Objective Dynamic and certified Scrum Master with over 8 years of experience driving Agile transformations and leading Scrum teams across various industries. Leveraging a robust background of 10 years in Agile practices and 15 years in project management, I excel in facilitating Agile software development processes. I am dedicated to coaching and mentoring teams, removing impediments, and championing Agile best practices to enhance team performance. With a proven track record in executing Agile processes—such as daily stand-ups, backlog prioritization, and retrospectives—I am skilled in evaluating team competencies through competency matrices and conducting gap analyses to optimize workload alignment with team responsibilities. Seeking to leverage my expertise to contribute to a high-performing Agile environment as a Senior Scrum Master. | |
| Education Southern University of New Orleans  BA in Business Administration  2009-2012 Certifications Scaled Agile Framework Scrum Master (SAFe SSM)  Professional Scrum Master (PSM) I & II  Certified Scrum Master (CSM)  Scrum Fundamentals Certificate (SFC)  Project Management Professional (PMP) Key Skills *Interpersonal Skills*: Strong collaborator with diverse onshore and offshore teams.  *Technical Support*: Proficient in embedded product, mobile/web app development, ETL data migration, cloud migration, Salesforce development, and cybersecurity.  *Process Expertise*: Skilled in strategic planning, ERP, program increment (PI) planning, process optimization, change management, and release management.  *Project Management*: Experienced in project planning, budgeting, tracking, and leading the software development life cycle (SDLC), including workflow creation and team coaching. Application/ Tools Expertise Appgate  Axonius  Azure DevOps  BMC  Confluence  Cortex  Crystal  Datadog  Dynatrace  Elastic  GitHub  GitLab  Illumio  Immuta  Ivanti  Jira  Liquidware  Microsoft Endpoint Configuration Manager  PingIdentity  PowerBI  Qlik  Rally  Red Hat Ansible  ScienceLogic  ServiceNow  Splunk  Tableau  Tenable  Trellix  Ubuntu  UiPath  Versa References Available upon request. | | ExperienceApril 2024- Present Agile Project Manager/Scrum Master| General Dynamics IT   * Supported three teams within the Digital Accelerators Program: Cyber Defense, Zero Trust, and AI Operations Automation, contributing to a 25+% increase in project delivery speed across all initiatives. * Worked with three accelerators to configure and stand up a number of tells and functionalities within an AWS environment. * Monitored vulnerability remediation and patching efforts, ensuring compliance with Action Items Requests (AIRs) and Plans of Action and Milestones (POAMs). * Prepared and delivered monthly updates on program workstreams, resources, and risk statuses to the Chief Technology Officer (CTO) community, improving decision-making efficiency and contributing to program wide transparency and knowledge of project progress, risks, resource updates, and budget expenditure. * Tracked and reported project statuses to representatives from government agencies, including DOD, IHS, FedCiv and FEMA, enhancing stakeholder communication and achieving a 20% increase in stakeholder/client satisfaction ratings. * Lead the Zero Trust team to build and configure tactical deployment kits, reducing deployment times by 30% and enhancing operational readiness for critical projects. * Facilitated teamwork among members to create demos and presentations for customer use cases, resulting in an increase in engagement from government representatives and stakeholders during presentations. * Worked closely with Program Leads, Solutions Architects, other Project Managers, and Technical Leads to develop and track use cases and annual and quarter roadmaps, budgets, and resource plans. * Coordinated with Program Managers and government representatives to present/demonstrate capabilities at key engagements and expos, resulting in new growth opportunities and an increase in visibility for the Digital Accelerator program and it’s capabilities. * Facilitated collaboration between individual accelerator teams and Emerge Labs, fostering innovation and knowledge sharing that led to a 40% decrease in 30+ day old issues.  JANUARY 2023 – February 2024 Senior Scrum Master | Florida Blue Cross Blue Shield   * Served three cross-functional teams, including a Scrum development team within the Assisted Channels' Cost Transparency Agile Release Train and a Kanban team, coaching them in Agile practices, which led to a 30% increase in Agile maturity assessments and improved team performance across all projects. * Integrated waterfall teams and vendors into the Agile portfolio, facilitating their transition to Agile methodologies, resulting in a 25% reduction in project timelines and a 20% increase in stakeholder satisfaction. * Championed Continuous Integration and Continuous Deployment (CI/CD) within Scrum and Kanban frameworks, which reduced technical debt by 40% and minimized cycle times by 30%, ensuring timely delivery of features. * Acted as a primary communication hub between departments and software development teams, identifying and mitigating risks that contributed to a 20% increase in on-time sprint completions. * Coached new Agile teams on organizing and executing Contact Center tickets, leading to a 35% improvement in response times for bugs and defects processed under Scrum and Kanban frameworks. * Led collaborative sessions with internal clients on medium to large-scale projects, which resulted in the successful implementation of solutions that improved project efficiency by 25%. * Managed a team enhancing FHIR functionality to ensure compliance with HL7 standards, achieving a 100% compliance rate during audits and enhancing data interoperability. * Oversaw remediation and patching of vulnerabilities related to the FHIR system, maintaining the security of sensitive data and achieving a 50% reduction in security incidents. * Leveraged tools such as Rally, Microsoft Teams, and Retrium to manage Agile ceremonies, leading to a 20% increase in productivity and ensuring business goals were consistently met or exceeded. * Collaborated with the Product Owner to maintain and report on capacity plans and backlog metrics, resulting in a 30% improvement in sprint planning accuracy and predictability. * Maintained awareness of current trends, assessing their impact, and collaborated with senior management, which led to the incorporation of three new technologies into future solutions, enhancing operational capabilities. * Facilitated Agile Center of Excellence meetings and Scrum of Scrums, improving inter-team collaboration and achieving a 15% increase in cross-team project delivery efficiency. * Supported the Scrum team in internal system upgrades and data migrations, managing bugs and tickets effectively, which resulted in a 40% decrease in post-release defects. * Assisted a Kanban team with project creation, planning, and resource allocation, contributing to a 20% improvement in project planning accuracy and long-term strategic alignment. * Nurtured team health by fostering accountability and structured feedback processes, leading to a 25% increase in employee engagement scores and improved team dynamics.  AUGUST 2019 – December 2022 Scrum Master | JB Hunt   * Served as Scrum/Kanban Master for two cross-functional Scrum teams, driving the successful delivery of over 15 mobile and web applications, which contributed to a 30% increase in user satisfaction scores across internal and external technology products. * Managed communication, status reporting, risk management, and escalation processes, ensuring that 95% of projects were delivered on schedule and within scope, reducing project delays by 25%. * Utilized Jira and Confluence to manage a Kanban team for the Salesforce web application, successfully resolving over 300 defects and enhancements, resulting in a 20% decrease in customer-reported issues. * Supervised teams handling data and cloud migration, achieving a seamless transition for 100% of server updates and multiple mobile applications with minimal downtime, improving system reliability by 30%. * Systematically improved Agile/Scrum practices across teams, leading to a 40% reduction in blockers and defects, and enabling the delivery of 50+ increments of value within the project timelines. * Facilitated communication between developers and stakeholders during the ETL process, improving data accuracy and processing time by 25%, and enhancing the overall quality of deliverables. * Managed and tracked over 200 bugs arising from ETL data integration, improving data quality and compliance by ensuring that 90% of identified issues were resolved within agreed timelines using Jira. * Reinforced CI/CD practices, collaborating with project owners to ensure proper code review and integration processes, resulting in a 35% decrease in deployment errors and faster release cycles. * Led multiple high-performing Scrum teams, facilitating progress towards delivery goals that resulted in an average of 15% increase in velocity and improved collaboration with non-Scrum teams. * Trained 10 new Product Owners on backlog management and Agile practices, leading to a 30% improvement in backlog refinement sessions and enhancing team alignment on priorities. * Ensured adherence to the Definition of Done (DoD) framework, resulting in a 20% increase in the quality of deliverables, with all user stories validated through comprehensive test scripts. * Collaborated with Senior Agilists to facilitate Agile workshops during the COVID-19 pandemic, effectively training over 50 team members in remote collaboration tools and practices, ensuring a smooth transition to a virtual work environment.  June 2016 – July 2019 Scrum Master | Aetna   * Championed and facilitated the adoption of Agile standards and tools, resulting in a 50% increase in team adherence to Agile practices, which improved project delivery times by 30%. * Coordinated and coached teams to leverage subject matter experts (SMEs) in testing, leading to a 40% reduction in vulnerabilities across mobile applications and websites, significantly enhancing overall cybersecurity. * Trained over 20 new Product Owners, Program Managers, and stakeholders on SAFe principles, resulting in a 35% improvement in alignment on project goals and responsibilities during the implementation of SAFe Agile. * Coached the development team on feature sizing and task estimation, improving estimation accuracy by 25%, and increasing project tracking efficiency using Jira, Confluence, and Tempo. * Provided guidance on Agile metrics to Program Managers and Scrum Masters, resulting in a 30% enhancement in visibility and reporting accuracy for both product and sprint backlogs. * Managed and tracked over 150 requirements and tasks in Jira and Confluence, designing workflows that improved project roadmap clarity and stakeholder engagement by 20%. * Coached a cross-functional team to effectively prioritize and categorize over 200 Call Center tickets, leading to a 50% reduction in response times for critical issues. * Ensured timely updates and tracking of over 300 tickets in Jira and Confluence, which contributed to a 90% on-time closure rate of tickets post-release deployment. * Actively participated in Scrum of Scrums and PI Planning, leading to a 25% improvement in cross-team collaboration and the successful achievement of 90% of sprint and PI goals. * Facilitated communication with external teams to manage dependencies, resulting in a 15% decrease in project bottlenecks and a smoother workflow across teams. * Directed organizational initiatives that increased employee engagement in change management efforts by 40%, positively impacting departmental efficiency. * Led and facilitated Scrum of Scrums and Community of Practice sessions, resulting in a 30% increase in shared best practices and continuous improvement initiatives among teams. * Facilitated Agile workshops for over 30 team members transitioning to remote work, ensuring a smooth adaptation to virtual collaboration tools and practices, resulting in a 20% increase in team productivity.  April 2014 – May 2016 Program Manager | The Gee Cee Company   * Led and managed over 15 projects through all phases using PMP best practices, achieving a 95% project completion rate on time and within budget. * Promoted a culture of continuous improvement across the program, resulting in a 20% increase in productivity and a 15% reduction in project cycle times by enhancing communication and process clarity. * Developed comprehensive project plans, budgets, and schedules for over 10 major projects, ensuring effective resource allocation and achieving a 98% adherence to budget forecasts. * Collaborated with clients and finance teams to identify and implement necessary process changes, leading to a 30% reduction in process bottlenecks and a significant improvement in client satisfaction scores. * Managed multiple concurrent projects, controlling scope, costs, and risks, which resulted in a 25% improvement in project delivery efficiency and a 20% reduction in overall project risk exposure. * Ensured that 100% of projects were delivered on time, within scope, and within budget, consistently meeting all acceptance criteria as defined by stakeholders. * Worked with project teams to monitor post-project success metrics, leading to actionable insights that improved future project planning and execution by 15%. * Supported and managed teams in delivering valuable increments for clients across sectors, achieving a 40% increase in stakeholder satisfaction and delivering project milestones ahead of schedule in 70% of initiatives. | |