

Jessica Claire

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SUMMARY

Dynamic, hands-on, CSM, SSM, SASM with over a decade in experience managing large development projects that meet demanding time restraints and exceed all expectations. Demonstrated ability to motivate, organize, lead, and coach Scrum teams across multiple locations, with a verifiable record of managing complex projects while delivering on time, under budget and above expectations. Ability to manage many projects at once while working within strict deadlines and maintaining professionalism. Leveraged on multiple tiger teams and departmental streamlining. Skilled in providing effective leadership in fast-paced, deadline-driven environments, with outstanding oral and written presentation and communication skills. Promoted to positions of increasing authority and responsibility because of strong leadership skills, teamwork, customer service and overall performance. Excel at turning individuals into teams that work efficiently, exceed expectations, and autonomously. Exceptional academic qualifications, including a Masters' Degree from Ashford University in Administration. Not only am I an Agile Delivery Lead I am the servant ambassador for the multiple teams I support. Sharing my insight and expertise in all areas of Scrum, Kanban, SAFe, Coaching, XP, and metrics.

SKILLS

- Incorporates time management principles into the work flow
- Facilitate/communicate between the Product Owner, Scrum Team members, customers, stakeholders, and executives.
- Respond with confidence and transparency when encountering resistance to change, lack of engagement, low motivation, and unavailability of key people
- Makes real time decisions based on facts, circumstances, and needs of the organization
- Conveys information to all key stakeholders in both written and verbal formats
- Understands the impact of a project directly to and across various functions
- Understands the impact of a project to the overall business
- Integrates business goals into the project scope and deliverables
- Develops metrics to track progress towards goal
- Builds relationships within and outside the team
- Delegates appropriately
- Demonstrates team organization and governance
- Understands industry trends and their impact on business
- Responds to market and business changes that affect the project and business
- Facilitate meetings (daily scrum, sprint planning, sprint demo and retrospective) leveraging all Agile Methodologies and practices
- Creating communication channel (team, Product owner, stakeholder)
- Servant Ambassador

EXPERIENCE

AGILE DELIVERY LEAD, CSM/SSM/SASM/BPM DEVELOPER 02/2022 to CURRENT

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- Work with Initiative Leads and teams to incrementally break down work and prioritize work and to actively manage team capacity and maintain focus on the highest priority tasks
- Coach Initiative/ Program Leads, Accountable Executives and team on requirements gathering and management, backlog refinement and prioritization
- Establish workflow and management practices in Jira, Jira Align and make use of Confluence to drive visibility into workflow, knowledge sharing and collaboration
- Own change management and communication plans for processes and Initiatives via all methods of communication
- Coach and drive the team to define objectives and OKRs for delivery and measures performance against them
- Facilitate delivery meetings, actively manage dependencies/impediments and escalate risks with clear transparency
- Provide visibility into delivery targets, commitments, and progress through the development of delivery metrics and accurate reporting
- Be well managed, own operational processes as necessary and ensure continuous high quality delivery of operational processes through appropriate controls and risk mitigation strategies
- Utilize team feedback and metrics (quality, delivery rate, capacity, FCT, etc.) to identify gaps of opportunity and works with team to continuously improve each sprint
- Actively improve Agile Delivery practices through influence, problem solving, best practices, and innovation
- Be able to explain and be an advocate for the benefits of Agile and Lean practices to team members and stakeholders

CERTIFIED SCRUM MASTER & PROJECT MANAGEMENT 03/2019 to 01/2022

GEICO | City, STATE

- Advance understanding and demonstrated professional experience with Agile Scrum Methodologies
- Lead multiple cross functional teams
- Strong passion for improving processes that empower teams and focusing on making them more efficient
- Strong analysis skills and an aptitude for critical thinking is vital
- Certified Scrum Master (CSM)
- Understanding of core business areas including Underwriting Systems, Sales and Service
- Experience with JIRA, Visual Studio, Azure DevOps
- Outstanding time management skills and attention to detail
- Ability to support multiple projects simultaneously, manage change and work in a fast-paced environment
- Excellent verbal/written communication skills, including communicating technical issues to non-technical audiences
- Passion to innovate and provide solutions for challenges encountered
- Protected development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog project timelines
- Facilitated sprint planning, daily scrums, retrospectives, and stakeholder meetings
- Acting Agile Coach and provide dashboard metrics for 15 cross-functional teams each sprint and quarterly
- Created project plans with established timelines, assigned to appropriate teams and managed workflow throughout construction.
- Modified project plans when needed to better align with organizational objectives.
- Led meetings with internal team members, consultants and contractors.
- Reviewed project risks and devised proactive strategies to avoid potential roadblocks.
- Furnished project updates to various stakeholders, informing on strategy, adjustments and progress.
- Drove continuous improvement of project delivery process by providing strong leadership.

SUPERVISOR OF STATISTICAL/BUDGET ANALYSIS 08/2018 to 03/2019

GEICO | City, STATE

- Clearly define expectations and leverage members of the team to ensure timely deliverables. Successful YE results for Budget: Overall Expenses coming in at under 1.6% and Postal Budget within 0.9% variance
- Created a SharePoint site for various areas of the Business Admin unit to streamline all manual processes
- Manage, develop, train, and lead a team of 6 Analyst and 3 Manual Meter agents
- Write and deliver performance reviews, including developmental action plans
- Responsible for creating the NPMC Business Continuity Plan and delivery to impacted floor wardens
- Conduct, review, and evaluate findings within Staffing, Postal Budget, Assets, and IT Budgets
- Support superior quality assurance within all areas of Geico's mail streams
- Builds associate advocacy through positive interactions and real-time recognition
- Able to assign and track budget account code through Reforecasting and Planning

PROCESS COORDINATOR II- WELL MANAGED TEAM 11/1998 to 08/2018

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- Coordinated, launched and monitored quality assurance initiatives for Issues & Events as well as Regulatory Changes to ensure tasks were directed accurately and efficiently to relevant Compliance and Business departments
- Conducted trend analysis and reporting to identify material concerns and report on its effectiveness to Compliance Management
- Remediated all outlined findings in PRIME during the annual review processes within each of the test and control plans set forth by Compliance by mandated deadlines
- Effectively and efficiently managed team workflows through various tools and systems. i.e. (JIRA, Content One, Version One, SharePoint, Visio, etc.)
- Evaluated and implemented corrective actions proposed by Compliance
- Responsible for monitoring department and queue trends, analysis, and comparisons, gather and interpret data, develop metrics, and make recommendations to executive leadership and department heads on findings that may affect productivity, access and quality of service
- Manage end to end content development in the Knowledge Management Space and communicate status, timelines and impediments effectively
- Write and edit content: work instructions, job aids and daily bulletins, in accordance with Capital One's Compliance guidelines
- Integrated Agile & Lean principles into team practices and work products

EDUCATION AND TRAINING

Master of Arts | Healthcare Administration 12/2014

Ashford University, San Diego, CA

- Graduated with **3.87** GPA
- Continuing education in **Business Administration**

Bachelor of Arts | Healthcare Administration 11/2012

University of Phoenix, Tempe, AZ

- Graduated with **3.56** GPA

ACCOMPLISHMENTS

- Business Process Management Certification 2012
- Supervisor Certification 2018
- Promoted from Supervisor to Senior Scrum Master within 7 months with Organization
- Capital One Leadership Development Program 2017
- Certified Knowledge Management Author 2018
- Scrum Alliance Certified Scrum Master (CSM) 2017, 2019, 2021
- Rooftop Leadership Certification 2022
- SAFe Agilist Certification 2022
- SAFe (SASM) 2022