**Jude Iloene**

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**Profile**

I am a highly motivated and focused scrum master. A certified agile coach, scrum master and agile project management practitioner. I have a strong experience in overcoming organizational challenges in transitioning to agile methodology from traditional waterfall method. A servant leader with excellent communication and interpersonal skills who can collaborate with stakeholders and agile development teams to succeed in high-pressured environment. I am a strong team player with the ability to build relationships across organizational levels and effectively deal with teams comprised of both on and off-shore.

**Academic institutions attended**

* BSc (Hon) in Computer Science (Second Class Upper Division)-University of Nigeria.
* Master of Science in Business information systems – University of East London.
* University of Virginia, United states of America- digital transformation and innovation.

**Professional Certificates obtained**

* Certified Agile Coach**----84941770680248.**
* Certified Scrum Master**---65820571330841.**
* Certified agile project management practitioner (APMG**)—04243214-01-5D3B.**
* Certified digital Transformation professional (CDTP**)---- 4L935YRAWW8D.**

**Technical and professional skills**

* Working knowledge of Agile methodology, DevOps, (CICD pipeline) continuous integration tools, continuous delivery continuous deployment, Microservices, Feature Driven Development (FDD), Behavior driven development (BDD). Kanban, ITIL, SDLC.
* Programming languages: Microsoft.net,Microsoft.net core,VB.net,Webapi,Java, Html, PHP and C#
* Tools: Jira, confluence, SharePoint, Jenkins, GitHub, Visual studio, VSTS, Monday.com, Trello.
* Web browsers: Internet Explorer 10/11, Firefox, Safari, and Chrome.
* Data base: Microsoft SQL Server and Oracle.
* GDS: Discovery, Alpha, Beta and Live release
* Cloud Computing: Amazon web services (AWS) and Azure.
* Microsoft Office Suite: Microsoft Word, Microsoft Excel, Microsoft Power point, Microsoft project.
* Expert in digital stages: discovery stage, alpha stage, beta stage live stage and retirement stage

**Work Experience**

**Company: Kantar** **Millward Brown**

Kantar Millward Brown is a leading global research agency specializing in advertising effectiveness, strategic communication, media and brand equity research. Kantar Millward Brown helps clients grow great brands through comprehensive research-based qualitative and quantitative solutions. Kantar Millward Brown operates in more than 55 countries and is part of Kantar, WPP’s data investment management division.

**Position: Senior scrum master May 2017 till date**

* **Project 1. worked on: Survey Automation Tool (SAT)**
* **Project 2. Cloud Norms**
* **Project 3. Kantar Retail (EPOS)**

**Responsibilities**

* As a scrum master, I am in-charge of using the Azure Boards web service, to assist teams to manage their software projects.
* I work closely with the product owner to understand the scope of the requirements from the business owners.
* I Work with the product owner to produce the product road map, epic stories, user stories and acceptance criteria
* I use Azure Board to quickly and easily track user stories, backlog items, task, features, and bugs associated with our project.
* Extensive experience in delivering multiple agile projects and removing blockers using the appropriate agile project management methodology.
* Assist the team in defining and applying the definition of Done and definition of Ready for the team.
* As a scrum master, I work with the DevOps team to monitor the continuous integration and continuous deployment.
* I champion the use of Jira, confluence for proper work collaboration and team performance.
* I am responsible for managing project risks, issues, dependencies or constraints to the project team for resolution using appropriate channel.
* It is my responsibility to manage the agile delivery pipelines, release planning and support processes including DevOps and Quality Assurance team.
* It is my responsibility to track relevant project metrics e.g. burn down charts, burn-up charts, team velocity reports, release planning and defect metrics and update teams and stakeholders
* As a scrum master, I use Kanban **board** in managing **agile** projects with my team. This helps the team to visualize work, limit work-in-progress, and maximize efficiency
* It is my responsibilities to manage Interdependencies across the teams
* It is my responsibility to shield the team from distractions especially from management and stakeholders.
* I provide servant leadership to diverse/cross-functional teams, sometimes off-shore site / co-located teams.
* In-charge of transforming teams from traditional waterfall software development practices to agile process.
* It is my responsibility to coach cross-functional teams of developers, business analysts, test analysis team and business users to adopt agile culture and best practices.
* It is my duty to maintain delivery momentum and monitor the velocity of the team and quantity of work to ensure an even balance and a sustainable pace for the team.
* I organize and facilitate Agile ceremonies such as stand-ups, sprint planning, show and tells and retrospectives with the team.
* I champion agile best practices and help foster a culture of continuous improvement
* I possess excellent communication skills with the ability to manage key stakeholders.
* Working with other scrum master to discuss the progress of other projects
* Deep experience working with DevOp teams on continuous integration, continuous delivery and continuous deployment.
* Provide training for new and junior scrum masters
* Extensive experience working with user research, user centered design and multi-disciplinary teams.
* Extensive working experience in digital transformation and innovation projects
* Expert in digital stages, discovery stage, alpha stage, beta stage, live stage and retirement stage of digital projects

**Company: NTT DATA United Kingdom**

**Company consulted: Vodafone Digital transformation**

**Position: Scrum Master**

**Project worked on: Vodafone eSim Project March 2016 to May 2017**

Vodafone eSIM is a pure embedded SIM card for mobile phones; this sim card is no longer removable. Instead it's programmable and end users could just chose their contracts/conditions on application called LEAP and change the provider instantly. Instead of roaming you'll just chose the cheapest provider in that country with your profile in the sim chip.  
 **Responsibilities**

* I worked with the product manager to understand the requirement scope, product roadmap, features, and create delivery plans with agreed milestone dates.
* Acted as a lead for troubleshooting blockers and impediments for the team, such as environmental, infrastructure, software issues and 3rd party dependencies.
* I worked with team and management to promote best practice approaches for development of continuous integration pipelines and testing activities.
* Extensive experience in providing agile /scrum reports to the stakeholders and team member to monitor the progress of each sprint
* As a project manager it is my responsibility to make sure that deployments were arranged to cause minimum disruption to the service operations.
* I organized and facilitated key meetings including daily stand up, retrospectives, sprint planning, sprint review meetings and user story estimations.
* It is my responsibility to manage and communicate development risks, delivery risks, issues and dependencies.
* As an agile Project Manager and a scrum master, I led and motivated the agile Project team.
* It is my duty to ensure that products were planned and released within the agreed standards.
* Extensive experience managing cross functional team of software developers, UX teams and testers.

**Company: Telefonica July 2014 to March 2016**

Telefónica currently has 10,000+ public Wi-Fi services in the UK, O2 Wi-Fi’s premium hotspots are managed through partnerships with key venue owners where we operate innovative business models to support a free and open for all access models for end users, no matter which mobile or broadband provider they are with.

**Position: Scrum Master /Agile project Manager**

**Responsibilities**

* I worked closely with Product Manager to deeply understand the requirements of upcoming features and prepare the product road map.
* I worked with the business analyst/product owner to prepare user Stories and acceptance criteria.
* Managed interdependencies between teams, risks, budgets and people issues in the team.
* I encouraged and supported teams to take ownership of their estimations and commitments.
* I encouraged and facilitated clear and regular communication between technical teams, product, design and business stakeholders.
* I ensured that the cross functional teams had a clear direction for each sprint, in alignment with the business strategy.
* I championed sprint planning, daily standups, demos and retrospectives with clear communication and techniques on how to improve efficiency and effectiveness of the team, removing any obstacles quickly.
* I organized the sprint planning meeting with the teams and estimation of the user stories
* I assisted the product owner in prioritizing the key features in accordance with the product roadmap.
* I am in -charge of team development and mentoring while holding teams accountable for their commitments.
* I removed roadblocks to their work; leveraging organizational resources to improve capacity for project work.
* I supported the Product Owner in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance.

**Company: Ace Objects June 2012 to July 2014.**

AceObjects is a software development and consultancy company whose mission is to serve the present and future needs of corporations, governments, and innovators providing carrier-grade enterprise software and software-related services to shape the future of society at large. We offer high-end Web, mobile, and digital services to businesses in a way that our clients can understand and afford.

**Specialties**

Digital transformation projects, web design and development, Ecommerce websites, mobile apps design and development and IT consultancy.

**Position: Scrum master**

**Project 1: NHS Book GP appointments online (NHS digital project)**

**Project 2: Project: Clydesdale bank (http://www.cbonline.co.uk).**

**Responsibilities**

* I guided the team on how to use Agile/Scrum practices and values to meet the expectations of our customers.
* I facilitated sprint planning meetings, daily stand-ups, estimation sessions, and sprint demo, retrospective meetings
* I supported and educated the Product Owner, especially on grooming and maintaining the product backlog.
* I managed the delivery of projects across the full lifecycle, to required cost, timescale and quality parameters.
* I managed change in requirements, communicating delivery timescales to the management and the business.
* I provided release reports to manage by ensuring tracking tools are up to date, collating information and status reports.
* I mentored stakeholders/delivery team members on Agile values, principles and practices
* Able deliver to tight budgets and timescales with contractual deadlines.

**Company: Aviva Insurance, Digital Garage Hoxton London**

**August 2011 to June 2012**

**Position: Lead digital Agile Business Analyst/Scrum Master**

Aviva is the UK’s largest insurer and one of Europe’s leading providers of life and general insurance. Aviva is the UK’s largest insurer with nearly 13 million customers and one of Europe’s leading providers of life and general insurance.

Projects 1. Health insurance scheme

Project 2. Aviva home checker (http://homechecker.aviva.co.uk/)

Project 3. Frame Mobile app: This is an informative tool for senior management at Aviva Insurance. They use this Mobile app to access customer’s suggestion about their products and services

**Responsibilities**

* I worked with the product owner to discuss requirements and prioritize requirements (product backlog).

I wrote user stories and acceptance criteria of the product backlog (BDD Method)

* Attended, participated, and facilitated (where required) in daily stand-ups, retrospectives, look-ahead and other agile ceremonies.
* Managed product backlogs i.e. user stories and epics on JIRA.
* Worked with product owner for product backlog grooming.
* I led in the Sprint review meetings to stakeholders (Demo).
* Actively involved in the Story estimations using Poker planning
* Expert in working in digital space including: discovery stage, alpha stage, beta stage live stage and retirement stage

**Company: Guide Dogs UK**

**Agile Business Analyst (August 2010– August 2011)**

Guide Dogs UK is a charity organization that breed and train guide dogs which provide life changing mobility for blind and partially blinded people in United Kingdom. Guide Dogs through our range of Ecommerce solutions including both Merchant and payment gateway services, provides online payment through credit card, debit card and PayPal for maintenance of their online transactions. They provide online service through web applications. We automate online payments, on-line sponsoring, and online lottery, online shopping, saving time and money and give users an additional layer of online security.

**Major Project**:Guide Dogs for The Blind optimisation of fundraising mobile payment pages

Online sponsor for puppy, online charity donations, online regular monthly donation.

**Responsibilities**

* Elicited customer and business requirements using interviews, document analysis, requirements workshops, surveys and site visits.
* Prioritized the requirements using Moscow techniques
* Worked with the product owner and other subject matter experts to define the User requirements (user stories) to build new functionality including BDD/Gherkin style acceptance criteria
* Worked with developers, testers, UX team, solution architect, scrum master and product owner
* Created and executing the test plan and test script for UAT testing

**Company: Global Dawn Systems (Feb 2009 –Aug 2010) UAT Test Coordinator**

**My responsibilities include:**

* Identified all relevant test scenarios for each application, validating scenarios with business users and receiving sign off for UAT documentation
* Created UAT plans and test scripts for UAT
* Developed test report and coordinating testing efforts and tracking the results

**Company: Serco Group**

**Project: Serco welfare to work program (July 2007 – Feb 2009)**

**Position: Test Coordinator**

**My responsibilities include:**

* Defect management using existing project-based tools
* Wrote and executed of the test scripts and recording of the test results
* Coordinated UAT for business users

**Company: Neptune Software Plc, UK**

**Position: QA Software Test Analyst**

**March 2005 – July 2007**

**Responsibilities**

* Developed Test Plans, test strategy and test procedures for the testing of Equinox information systems Applications (Insurance, Retail banking and financial institution application software)
* Prepared and developed test cases, test scenarios, test scripts and executing the test scripts

**Computer System Associates Ltd (Jun 2000 - Sep 2003)**

**Position: Junior Quality Assurance Engineer**

**Responsibilities**

* Executed test scripts, analyze and capture defects using Company's testing processes.
* Maintained test plans and test scripts continuously as needed.

**References are available on request**