Lead Scrum Master

jbattle0208@gmail.com
405651-3097
Edmond, Oklahoma, USA

Experienced Lead Scrum Master and Program Manager with over 10 years in Agile software development, specializing in SAFe transformations and Agile coaching. Proven track record in leading multiple Agile teams, driving continuous improvement, and delivering complex software projects. Adept in using tools like Jira, Miro, and Planview to optimize Team Effectiveness.

Holds certifications in SAFe Release Train Engineering and PMP, with a focus on navigating uncertainty and building cross-functional team buy-in. Notable achievements include a 75% increase in team productivity, a 25% reduction in project delivery time, 90% improvement in customer satisfaction.

Work Experience

Lead Scrum Master
Ascend Learning

Jul 2022 - May 2024

- Coached three offshore Scrum teams responsible for new software implementation projects within a SAF enterprise, leading to a 30% reduction in time to market and enhanced cross-team collaboration.
- Managed business roadmap alignment and progress reporting with stakeholders and customer liaisons, resulting in a 20% increase in stakeholder satisfaction and more precise project timelines.
- Mentored junior Scrum Masters in Agile practices and team-building dynamics, which improved their effectiveness and Agile adoption rates by 40% through tailored training sessions and ongoing support.
- Supported five successful remote ART (Agile Release Train) PI planning events, Facilitate backlog refinement, capacity planning, allocation, and socialization of features, resulting in effective 2-day completion of events.
- Led an initiative with key stakeholders to balance PI pre-planning efforts, enhancing the effectiveness of the two-day events, resulting in a 35% improvement in planning satisfaction.

Scrum Master
Veterans United Home Loans

Oct 2015 - Jul 2022

- Led two Scrum teams in developing and improving a multifaceted mortgage servicing system, resulting in a 25% increase in system efficiency and a 15% reduction in processing time.
- Introduced and implemented the Agile Technical (Product) Owner role in the company's IT infrastructure department, improving project alignment with business objectives and improving stakeholder engagement by 30%.
- Developed and delivered Agile training sessions on Scrum, Kanban, and XP, leading to a 40% increase in team Agile maturity and a 20% improvement in project delivery timelines.

Scrum Master
Missouri Employers Mutual | Columbia

Oct 2012 - Oct 2015

- Coached two Scrum teams in the implementation and upgrade activities for a custom policy management system.
- Streamlined processes and fine-tuned system functionality, leading to a 25% increase in overall efficiency. Improved system performance, resulting in a 30% reduction in operational downtime.
- Managed communication and coordination between the vendor, business stakeholders, and development teams, ensuring alignment with project milestones and achieving a 15% increase in on-time project delivery.
- Managed vendor relationships and contract terms, ensuring 100% compliance and support for project objectives.

Project Manager   Jun 2011 - Oct 2012

Missouri Employers Mutual | Columbia

- Oversaw upgrades and enhancements to policy management systems, ensuring timely implementations. Achieved a 98% on-time delivery rate and improved customer satisfaction by 20%.
- Acted as the primary contact for change, release, and issue management, successfully resolving 95% of issues within established SLAs.
- Minimized project disruptions by implementing streamlined processes and proactive communication strategies.
- Responsible for project tracking, reporting, and client communications, which enhanced project transparency and accuracy in reporting, leading to a 10% reduction in project delays and improved client engagement.

Core Skills

SAFe 5.0 Implementation & Coaching, Agile Release Train (ART) Leadership, Sprint Metrics & Efficiency Analysis, Risk & Dependency Management, Jira, Miro, SharePoint, Plainview Expertise, Cross-functional Team Leadership, Stakeholder Engagement & Communication, Agile Transformation & Continuous Improvement, Program Management & Team Analysis, Prioritization & Flexibility

Education

University of Illinois   May 2021

Bachelor of Science Agriculture

Missouri State University   Dec 2020

Master of Science Computer Information Science

Certificates

CSP
Scrum Alliance

Project Management Professional (PMP)
Project Management Institute