

TOM NORTH

Scrum Master

📞 (573) 268-1788 @ north1791@outlook.com 🔗 <https://www.linkedin.com/in/tom-m-north/>
📍 124 Cedar Falls Ct., Columbia, MO

EXPERIENCE

Senior Scrum Master

Ascend Learning 📅 07/2022 - 05/2024 📍 Remote

- 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, facilitating 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 📅 10/2015 - 07/2022 📍 Remote

- 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 📅 11/2012 - 10/2015 📍 Columbia, MO

- 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

IBM 📅 06/2011 - 11/2012 📍 Columbia, MO

- 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.

REFERENCES

Will Be Provided on Demand

SUMMARY

Seasoned Scrum Master with over 10 years of experience leading Agile teams to exceptional outcomes. Proficient in Scrum, Kanban, SAFe, TDD, ATDD, BDD, and CI/CD. Expert in managing SDLC and transitioning teams from Waterfall to Agile. As a servant leader, I excel in mentoring, fostering self-organizing teams, and driving continuous improvement. Skilled in change and release management, and resolving risks and issues. Experienced with JIRA, Confluence, GitLab. Notable achievements include a 75% increase in team productivity, a 25% reduction in project delivery time, 90% improvement in customer satisfaction.

EDUCATION

Master of Science (M.S.) Computer Information Science

Missouri State University

📅 05/2005

Bachelor of Science (B.S.) in Agriculture Economics

University of Illinois

📅 05/1997

SKILLS

Project Management and Development Practices

Agile & Scrum, Waterfall to Agile Transformation, Kanban, SAFe (Scaled Agile Framework), Program Management, SDLC, ATDD (Acceptance Test-Driven Development), BDD (Behavior-Driven Development), TDD (Test-Driven Development) Continuous Integration/Continuous Deployment (CI/CD), Continuous Improvement.

Technical Skills & Leadership

GitLab, Confluence, Mentoring, Servant Leadership, Self-Organizing Team, Dependency and Risk Management, Change and Release Management, Creative Problem Solving.

CERTIFICATION

Scrum Professional - SM (CSP-SM)

Scrum Alliance

SAFe Release Train Engineer (6.0).

Scaled Agile, Inc.

Project Management Professional (PMP)

Project Management Institute

SAFe Practitioner (SP)

Scaled Agile, Inc.