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Christopher 'Cp' Richardson, CSP, SASM, CSPO

Objective

I am an energetic, team-centric, coach and leader known for bringing teams together, mitigating risk, and developing associates. I'm currently seeking a role where I can lead organizational change and help foster a psychologically safe culture where they can develop impactful customer solutions while feeling comfortable to share their opportunities to improve. In my next role, I'm looking continue leading, coaching direct reports, and driving the adoption of the Agile framework through enterprise coaching and organizational change.

Skills & Abilities

Professional experience and passions span across many areas including:

- Certified Scrum Professional, SAFe Advanced Scrum Master
- Software Development: AWS Infrastructure Design, Java, SQL
- Agile Software Administrator (JIRA, VersionOne)
- Certified Lean Practitioner, Business Process Manager Coach/Reviewer
- Business / Associate Coaching, Consulting, & Development

Experience

Scrum Master, Digital Media, National Public Radio

February 2019 - Present

- Coach C-level & VP population on organizational change and identifying opportunities for increased focus using the concept of Integral Theory by Ken Wilber
- Assist in the creation of "Agile Workspaces" for the NPR Digital Media team
- Scrum Master for seven-person team focusing on podcast distribution and podcast monitoring
- Project Manager of the NPR Incubation (Innovation) Lab focusing on increasing local NPR station membership
- Champion of the Scrum Master / Project Manager community of practices; Creator of the SM/PM coaching/mentor program for NPR associates
- Creator/Curator of the NPR Project Management Hub which provides training materials, templates, and articles for the NPR Project Manager community
- Conference organizer for the upcoming [PHPWorld 2019 Conference](#) @ NPR

**Agile Delivery Lead, Mosaic Tech, Shared Technology, Capital One Financial
February 2018 – February 2019**

This role focuses on coaching Scrum Master and serving as a Scrum Master role the Machine Learning model & data visualization teams.

- Led machine learning projects for First Party Fraud and enterprise utility tools for model experimentation
- Coached and mentor junior Scrum Masters on different tactics, techniques, and methods for engaging their development teams and fostering a more significant relationship
- Developed enterprise tools for Scrum Masters & Product Owners to use with their teams (Retrospective activities, Story writing, CHART method for removing impediments)
- Facilitated Product Increment planning sessions for groups of 100+ developers, product owners, and business stakeholders
- Established the Agile/Project Management initiative where host provided workshops and welcome guest speakers to provide their own agile/project management journey story
- Conducted workshops at external events such as [Agile Richmond](#), on my agile experience and how to best manage your emotions during chaotic situations

**Scrum Master, Mobile Engineering, Snagajob
July 2017 – January 2018**

This role focused on the Android/iOS Mobile development as well as managing the work streams for “How We Do Agile @ Snagajob.”

- Created training materials and reference guides on agile practices for Snagajob associates to reference in Confluence
- Conducted planning and retrospective sessions with non-engineering teams and coach those teams on broad agile principles
- Coached Product Owners & Team Members on how to create proper user stories with acceptance criteria
- Managed the knowledge resource site for all things related to SAJ’s Agile Methodology principles
- Tracked team performance metrics and highlighted areas for improvement in team commitment and velocity
- Organized and facilitated all Scrum ceremonies for assigned team's (daily stand-ups, sprint reviews, retrospectives, sprint and release planning, demos, and product backlog refinement)
- Guided and empowered the team to self-organization and to obtain higher levels of maturity

Software Engineer, Card Technology, US CARD Division, Capital One Financial
October 2016 – July 2017

This role focused on creating infrastructure solutions in AWS for various infrastructure needs using tools such as S3 buckets, ELBs, and CloudFormations.

- Provide DevOps training modules and documentation to support the drive for continuous integration (Chef, Jenkins, Nexus, Artifactory)
- Manage backlogs, refine stories, and attend PI sessions for my ART
- Developed an Audit Request Management System to facilitate exam and audit request from 3rd line party teams
- Develop a feedback loop pipeline for the business to provide immediate feedback on API enhancements
- Use Java to create new API enhancement suggestions that directly supported our frontline agents

Agile Coach, Business Risk Office, US Card Division, Capital One Financial
January 2016 – October 2016

This role focused on leading the organization on it's our Agile journey while fostering a learning environment for teams to fully embrace the Agile framework.

- Developed a roadmap and training recommendation for BRO associates as well as started the Agile community of practice
- Created, currently leading, the Business Risk Office "Scrum of Scrums/Product Owners" forum aimed at reviewing backlogs to compare bodies of work in the BRO to draw connections among similar work
- Scrum Master for an 8-person team that identifies and remediated systematic process breakdowns and regulatory violations for the US Card Division
- Create digital-focused solutions for Risk Managers to articulate LOB performance in key performance metrics
- Lead the Well-Managed Agenda Program for the Business Risk Office focusing on process design, process documentation, and risk analysis
- Developed the execution strategy plan for the Agile transformation for the Business Risk Office

Scrum Master, Business Risk Office, US CARD Division, Capital One Financial
February 2013 – December 2015

This role focused on creating the foundation for the SLQ2CQ Well-Managed Agenda, Business Process Management Consulting, and leading a local Agile team within the BRO.

- Scrum Master for a 4-person team that developed and created visual management training, tools, and solutions for the US Card Division

- Facilitated Agile ceremonies with the team, as well as, removed impediments impacting the status of in-flight stories
- Created burndown charts and facilitated demo sessions to show the progress the team has accomplished after each sprint
- Encouraged team members to be self-managed and self-directed in the effort to become high performing
- Developed training guides and quick reference tools for the team to use regarding Agile concepts

**Data Analyst, Fraud & Disputes Operations, US card Division, Capital One Financial
February 2010 – February 2013**

This role focused on the operational reporting needs for our Fraud and Disputes contact centers, as well as creating customized reporting suites for each People Manager to effectively set expectations for agent performance.

- Established real-time associate performance reporting for front-line people managers to track and coach agent/department level performance
- Fostered solutions for increasing performance in key performance indicators at the request of leadership
- Proactivity provided unique improvement observations to leadership
- Gathered requirements and created reporting suites for a number of organizations, in different geographical locations, with associates performing multiple job functions

Education

Radford University, Radford, Virginia, Bachelor of Science
Major: Information Science & Systems
Minor: Business Administration
Graduated: 2009

**Leadership &
Volunteering**

WCVE Public Radio Next Gen Board Member
 Secretary of Alumni Corporation of Theta Chi Fraternity Iota Zeta Chapter
 Volunteer Firefighter Chesterfield Fire & EMS