

Janet Ziems

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Scrum Master and problem solver, skilled at using agile principles to help teams deliver value.

*Servant Leader • Collaboration • Team Development •
Process Improvement • Coach/Mentor*

Career Highlights

- ✓ Championed transitioning to agile practices, leading the team to adopt the Scrum framework, and later adding aspects of the Kanban framework to align development process with the flow of work.
- ✓ Led a successful Salesforce implementation project, ensuring transparent communication with stakeholders and coordinating across the in-house, corporate, and vendor development teams.

Employment History

**BPM Associates
Indianapolis, IN**

July, 2019 – February, 2020

Project Management Consultant (Contractor)

Developed a Business Case for a Program/Project Management dashboard geared towards reducing time spent creating status reports and using a single source of data for all reports. Researched and documented solution options, cost-benefit analysis, and ROI.

Key Accomplishments:

- Wrote Business Case for a Program/Project Management dashboard to transform raw data into meaningful visuals, showing a savings of \$750,000 in the first year.
- Used Power BI to create a dashboard prototype to demonstrate the value of using aggregated data to enable data-driven business decisions.

**First Databank
Indianapolis, IN**

March, 2012 – October, 2017

Scrum Master/Project Manager, Business Systems

Responsible for the development and maintenance of applications that support business operations, including 4 mission critical applications. Project size varied from small (2 developers) to large (coordinating three development teams with 2-6 people on each team). In addition to serving as Scrum Master and Program/Project Manager, I was also the personnel manager for members of the development team.

Key Accomplishments:

- As Scrum Master, ensured regular software releases by facilitating planning sessions, assisting with prioritizing stories, encouraging continuous improvement through the retrospective process, and utilizing daily standup meetings to foster transparency.
- Led a project to modernize the company's internal applications, impacting 80% of the company's employees, and resulting in a flexible, scalable architecture that provided users with easy navigation and enhanced functionality.
- Delivered process improvement changes to resolve data quality and efficiency issues, resulting in an estimated savings of \$1,000,000 annually.

- Initiated a governance process to get quarterly input on the team's priorities from the executive and stakeholder teams. Devised a method for ranking enhancement requests to encompass the request's impact on customers as well as the request's impact on the development team's ability to maintain the code base.
- Used Jira to plan and track project activities, and Confluence to organize project documentation and operationalize common activities.

**First Databank
Indianapolis, IN
Project Manager, Content Systems**

June, 2000 – March, 2012

Led development teams through the full software development life cycle to develop pharmaceutical data products. These multi-component systems included a UI to capture drug research data, a database for storage and data manipulation, and programs to extract data from the database to text files for delivery to customers. I was also the personnel manager for members of the development team.

Key Accomplishments:

- Led the migration of the company's flagship drug price product from a mainframe environment to a 3-tier architecture.
- Led a 2-year project to develop systems for a new product line targeting inpatient orders.

**Medi-Span
Indianapolis, IN
Team Lead**

April, 1997 – June, 2000

**Medi-Span
Indianapolis, IN
Systems Analyst**

August, 1996 – April, 1997

Education and Certifications

Indiana University-Purdue University, Fort Wayne - B.S. in Mathematics/Computer Science

Certification:

- Professional Scrum Master II (PSM II)
- Certified Scrum Master (CSM)
- PMI Agile Certified Practitioner (PMI-ACP)

Technical Skills and Tools

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|-----------------------------|--------------|
| • Oracle SQL, MS SQL Server | • Trello |
| • Power BI | • Confluence |
| • Jira | • MS Project |

Professional Affiliations

- Member, AgileIndy
- AgileIndy Conference Volunteer – Event Logistics Chair
- Member, Project Management Institute (PMI)
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