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SUMMARY

A lifelong learner, passionate about software product development and how a team/organization building software can achieve "Great Results & Great Human Satisfaction". In 2019, after a great success in helping my team uncover better ways to deliver impactful features as a senior software engineer and a part-time Scrum Master, I decided to become a business agility advocate. I strive to empower people around me reaching their highest potential by balancing my time between coaching teams to become values-driven, self-organized and high-performant as well as partnering with the senior leadership to create an environment where teams can deliver high impact, high quality software in a sustainable fashion.

CAREER

2019 - Present: Scrum Master - Cloud Platform, CaseWare International

The Cloud Platform team consists of four small and self-organizing squads empowered to push the boundaries and trying new processes and latest technology, and obsessed by collaboratively providing a great cloud platform that enables internal and external developers to build a wide range of applications to automate tasks for accounting firms.

My contribution is mainly around helping the team to continuously reflect on how they can be better than what they are now.

Some of my responsibilities:

- Guide the squads on how to fully embrace empiricism by helping them making every scrum ritual (sprint planning, daily planning, sprint review and retrospective) an opportunity to inspect and most importantly to adapt.
- Remove impediments or guide the team to remove impediments by helping in escalating to the right personnel to assist and follow up until the impediment is removed.
- Coach, mentor the team on agile & software engineering practices like user story mapping, estimation, prioritization, swarming via pair/mob programming, different types of feedback loops, CI/CD, ...
- Design, capture, help the team have a good visibility of their work and leverage different metrics as powerful tools for delivering products (e.g. flow efficiency, work item age, sprint burndown charts, WIP, issue cycle time, epic cycle time, mean time to resolve, customer satisfaction, OKRs, ...)

- Advise on ways to optimize a remote-first culture (how to achieve the right balance for synchronous and asynchronous communication?, how to stay connected while avoiding zoom fatigue?, ...)

2009 - Now: Self-Employed

Web/Mobile development & Entrepreneurialship. Some Highlights:

- Entrepreneurial
- Development of websites and applications mainly with Wordpress and Shopify platforms
- Development of my first mobile app using Xamarin and available on Apple Store

2019 - 2021: Scrum Master - Cloud Engagements, CaseWare International

Working with the Smart Engagement group (5 teams) to continuously uncover better ways of creating technology solutions to innovate the accounting, auditing and tax professions. Some of my responsibilities include:

- Assisting the group with our release cycle of 10 weeks: from the readiness (backlog refinements, prioritization of features & technical improvements, design walkthroughs, technical discussions and define a clear goal in Release Planning session - SAFe PI Planning), through the development & regression phase (help identify and escalate any impediment to achieve our goals, assist in incorporating the feedback loop) until the product increment is released.
- Ensuring the three pillars of empiricism are constantly lived by teams: assist with tools and artifacts to maintain transparency (different jira boards - scrum & kanban -, dashboards, Structure plugin for Jira, Confluence, Slack, Miro), facilitate sessions to inspect and adapt (daily scrum, review & demo, retrospective).
- Putting in place tools that aggregate different insights to help the teams/group making decisions based on data and become more productive (cycle time, flow efficiency, WIP, ...).
- Promoting continuous learning and continuous improvements by encouraging conversations at different levels of the company, by facilitating a discussion forum focusing on our journey of achieving agility, by researching and suggesting learning platforms or resources based on the specific challenges faced by the group, skills people want to improve or goals they want to achieve (introduced practices like user stories mapping, mob pair/mob programming).
- Facilitating agile-related onboarding sessions and coach new team members (permanent and co-ops: on average, 15 co-ops join us every year) and making sure the dynamic in the teams doesn't become an impediment to achieve their goals.

2017 - 2019: Part-time Scrum Master, Xello

- Proficiently organize and facilitate daily scrum, sprint reviews, retrospectives, planning, refinement
- Collaborate closely with product owner on the organization of the backlog to translate strategic roadmap items into relevant and prioritized user stories with clear acceptance criteria

- Effectively track team's progress, including burn down, velocity
- Expertly promote transparency and communication (ensure every decision is explained, create a blameless culture, ...)
- Proactively identify and remove organization and team impediments to enhance productivity and efficiency
- Introduced a variation of the skateboard-bike-car approach to help the team iteratively deliver value to customers and meet deadlines
- Train new team members and transition teams to agile framework with Scrum to enhance team skill levels
- Monitor and manage dependencies on other teams and external projects to ensure potential issues are resolved
- Utilize team feedback and metrics to identify areas of opportunity and work with team to continuously improve
- Some tools used daily: JIRA, Confluence, Slack

2017 - 2019: Senior Software Engineer, Xello

Part of a cross-functional team that focused on supporting the students in actioning their post-graduation plans, with the current pathway being 4-year college applications and financial aid/scholarships.

- Expert in C#, ASP.NET, .NET Core, REST API, Dependency Injection, Design Patterns (repository, factory, ...), Redis for caching, Solr for search, Elmah for error logging
- Relational database, Stored Procedures and Upgrade Scripts (SQL Server)
- Front-End powered by Angular framework (Jest, ESLint)
- Test-Driven Development (Unit tests and Integration Tests), E2E testing using Cypress
- Continuous integration (Jenkins), continuous deployment (Octopus), git/github (code reviews, pull requests, ...)
- Maintenance of legacy code while working on new features
- Mentor junior members

2010 - 2017: Software Engineer, Xello

- C# and .NET framework (ASP.NET)
- HTML, JavaScript, CSS

2007 - 2009: Programmer Analyst, CAIJ

Mobile & Web Application Development in the law library industry. Some Highlights:

- Presenter at the COSUGI Conference <https://www.cosugi.org/about>
- Development of one of the first mobile website on top of a proprietary CMS for library

EDUCATION

- Masters of Science, Computer Science, University of Montreal, 2008. Focus on data mining and data visualization.
- Bachelor of Science, Computer Science, University of Mons, Belgium, 2004. Graduated with Great Distinction.

PROFESSIONAL CERTIFICATIONS

2019: Data Science Foundations Specialist (IBM - Coursera)

2017 - Present: CSM (Certified Scrum Master)

VOLUNTEERING

2017 - Present: Founder, Neebyo. Initiative for raising digital awareness among disadvantaged communities in rural areas of Africa.

2014 - 2019: Mentor, Host of events, Canada Learning Code