KATHY TRAN

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Project Manager/Scrum Master
SOFTWARE/MOBILE DEVELOPMENT | PROJECT COORDINATION | TECHNICAL SUPPORT

Dynamic, hands-on, bilingual Certified Project Manager and Scrum Master with 4+ years of experience managing multiple (software development, mobile development, open-source, and manufacturing) projects that meets demanding time restraints and exceed expectations. Team-oriented individual promoting exemplary presentation, software development, and risk oversight skills. Demonstrative Scrum Master with a background in communicating effectively with and leading high-performance teams. Considered expert in building effective teams with experience on scrum task board, scrum iteration board, Kanban board, Jira tool, and Jira task boards.

- Goal-oriented and task-driven approach to tackling design projects to ensure requirements are met accurately and on schedule.
- Adept at requirements gathering, planning, design, development, testing, and delivery of web applications from ground up.
- Extremely passionate towards software architecture, data analytics and keen attention to detail to serve the needs of the business balanced with the delivery of high-quality solutions and a customer-centric focus.

PROFESSIONAL CERTIFICATIONS & TRAINING

Certified Scrum Master | Scrum Alliance
Certified Associate in Project Management | PMI

EDUCATION

Front-End Development | Kenzie Academy (07/2020)
Bachelor of Science in **Business & Finance** | Capella University (2016 – 2018)

TECHNICAL SKILLS/TOOLS

Skills: Agile/Kanban Development | Code Review | Git and Version Control | Command Line
Languages: HTML | CSS | JavaScript | React JS | Tailwind | APIs | Django | Python | SQL | Unix/Linux | Bash
Tools: Jira | Confluence Github | Microsoft Suite | Zoom + MS Teams | Salesforce | Visual Studio | Trello | Slack | inVision

SOFT SKILLS

Teamwork | Problem Solving | Time management | Organizational | Problem Solving | Attention to detail

AREAS OF EXPERTISE

Web Development | Software Applications | Debugging | Programming | Project Coordination | Source Control |
Data Structures and Algorithms | Text Editors | Customer Service | Technical Troubleshooting | Interface Design & Implementation | Data Databases | Analytics | Accounting | Project Coordination | Mentorship & Coaching

PROFESSIONAL EXPERIENCE

KOCH| Wichita, KS

Scrum Master/PMO Advisor | Oct 2022 – Present
Recently, Koch acquired Molex and Georgia Pacific, and I am a scrum master for both teams. Part of my role is being a Digital transformation advisor to move the unit away from waterfall into an Agile mindset.
- Facilitated Scrum ceremonies – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.
- Implemented Agile best practices to create trust, transparency, collaboration, and ingenuity.
- Served as a scrum master for two scrum teams simultaneously.
- Partnered with the Product Owner, especially with grooming and maintaining the product backlog.
- Identified and resolved conflicts between the stakeholders and Product Owner to ensure a healthy professional working relationship.
- Empowered scrum teams with resources, directions, and clarifications to achieve their sprint goals and deliverables.
- Assessed each scrum team member's responsibilities and supported the team in maximizing efficiency.

SUSE| Phoenix, AZ

Technical Project Manager/Scrum Master | Oct 2021 – Oct 2022
Recently, SUSE acquired Rancher Labs, the organization I work under. Rancher Labs delivers open-source software that enables organizations to deploy and manage Kubernetes at scale on any infrastructure across the data center, cloud, branch offices, and the network edge.
- Facilitated Scrum ceremonies – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.

- Guided and coached the Scrum team and organized Agile and Scrum practices and values while meeting delivery commitments.
- Facilitated the breakdown of epics into actionable user stories to increase team predictability, sprint velocity and support the team to deliver effectively.
- Supported team using servant leadership style and leading by example.

AGILITYIO| New York, NY

Technical Project Manager | Jan 2021 – OCT 2021

Agilityio is a global team of software and UX engineers. They provide on-demand, experienced talents for forward-thinking startups and progressive companies.
- Facilitated Scrum ceremonies – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.
- Proactively identified and found ways to resolve issues to prevent distractions and keep projects on track.
- Researched current trends to stay knowledgeable in Scrum methods.
- Identified and resolved conflicts between the stakeholders and Product Owner to ensure a healthy professional working relationship.

KENZIE ACADEMY | Indianapolis, IN

Program Advisor | Jan 2020-Jan 2021

Kenzie Academy is an online & on-campus school training Software Engineers, UX Engineers, & Digital Marketers for rewarding, in-demand jobs. Provide mentorship and advisory services to students in the Full-stack engineering program with a focus on Gitlab, JavaScript, CSS, HTML, and Visual Studio while reporting to the Director of Instruction.
- Providing personalized written feedback to software engineer students with a combination of different tech stacks like HTML, CSS, JavaScript, Python, React Redux, Django, and SQL
- Organized and managed program development from conception through successful execution.
- Supported software engineering students and individuals with technical assignments, liaising between participants and program executives about needs.
- Provided ongoing direction and leadership for program operations.

ANDEAVOR| San Antonio, TX

Business Analyst | Feb 2018-Dec 2019

Andeavor is an American petroleum refining, marketing, and transportation company headquartered in Findlay, Ohio. Reported to the Rack/HVR Billing Supervisors, supporting the A/P and A/R departments balancing accounts, paying invoices, bank reconciliations, and assisting with payroll procedures.
- Analyzed and verified financial data utilizing SAP and Salesforce to ensure the integrity of accounting records and resolved discrepancies in reporting; accurately entered 1000 plus error-free entries per month.
- Identified costs and efficiency gaps by reviewing invoice reports with discrepancies in SAP and compiling information for recommendations for process improvements and standards; generated savings of $70-100K monthly.
- Gained the appropriate approvals for processing payments and ensured timely and accurate invoices were sent to customers, customer satisfaction rate of 100% with positive feedback.

USAA | San Antonio, TX

Executive Assistant | Jan 2017-Dec 2017

USAA is a military community's provider for insurance, banking, financial products and advice. Here, I had the opportunity to work closely with several leaders in the banking side. It allowed me to be more organized and speak more effectively in a team dynamic and among leadership roles.

- Assist project managers in adhering to contractual project timelines.
- Compile project data from internal data systems.
- Coordinate internal team schedules for document draft development, QC review, copy/editing production and deliverables.