

## SENIOR SCRUM MASTER

### Professional Summary

Seasoned IT professional with exceptional leadership and project management and technical skills.

Offering 5 years of experience and proven success as Scrum Master developing and leading cross-functional teams. Excellent problem-solving skills, skilled facilitator with great interpersonal and communication abilities. Servant Leader well-versed in coordinating complex high value and technical projects with co-located and off-site teams. Desire to apply expertise to new role with progressive organization.

### Skills

- **Scrum Master**
- **Agile**
- **Scrum**
- **Kanban**
- **Extreme Programming**
- **Hybrid - ScrumXP, Scrumban**
- **SAFe Scrum of Scrums**
- **Leadership - Servant leadership**
- **Problem Resolution**
- **Team Building**
- **Relationship development**
- **Process improvement**
- **Scheduling/Facilitation**
- **Risk mitigation planning**
- **Jira issue tracking**
- Planning and coordination
- Scrum processes
- DevOps processes
- Software Development Life Cycle principles (SDLC)
- JIRA

### Work History

Senior Scrum Master , 05/2015 to Current  
Cox Automotive " Houston , TX

- Anticipated organizational and technical impediments to team delivery including cultural barriers, logistical challenges and collaborated with involved parties to resolve in timely manner
- Planned Agile best practices and encouraged team cohesion, overcoming impediments and hurdles to productivity
- Worked to provide continuous improvement for product development lifecycle, realizing 25% reduction in escaped defects
- Collaborated with product owners, team members, technologists and other scrum masters to define solutions and drive progress
- Worked effectively with multiple Scrum teams both internally and off-shore
- Drove operational improvements which resulted in savings and improved profit margins
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Coordinated leadership workshops to educate other teams on Scrum Framework to optimize productivity
- Collaborated with Product Owner to identify areas in need of improvement and implemented solutions
- Provided guidance and recommended coping mechanisms for team members dealing with difficult issues
- Innovated new processes and workflows that realized 20% improvement in efficiency of delivery team
- Trained and mentored team members on best and most effective ways to use Scrum processes to improve efficiency and reduce production times.
- Worked with project owners and end users to prioritize feature development and enhancements based on critical paths and business needs.
- Monitored and facilitated scrum processes and team meetings for software development.
- Led daily scrum stand-ups and Agile development sprint planning meetings for multiple, concurrent projects.
- Managed multiple internal and outside scrum teams, ensuring effective collaboration and communication.
- Evaluated projects for issues, alleviating problems and distractions to meeting team goals.
- Assessed team metrics and worked to drive improvements and innovate new approaches.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

DevOps Engineer , 09/2013 to 05/2015  
Xylem Inc. " Tucson , AZ

- Interfaced with cross-functional team of business analysts, developers and technical support professionals to determine comprehensive list of requirement specifications for new applications
- Drove project lifespan from concept to final rollout in Software development, system deployment, testing and monitoring of applications
- Monitored automated build and continuous software integration process to drive build/release failure resolution increasing delivery frequency by more than 40%
- Maintained consistent security to effectively implement best practices and protect assets reducing systems and process defects by 50%
- Versed in complete software life cycle from preliminary needs analysis to enterprise-wide deployment and support
- Collaborated with cross-functional development team members to analyze potential system solutions based on evolving client requirements
- Collaborated closely with product development teams and other stakeholders, using effective communication and active listening skills

Linux System Administrator/Junior Devops Engineer , 01/2012 to 09/2013  
Data Services Group " City , STATE

- Implemented network security improvements to resolve vulnerabilities.
- Configured, tested, and managed software installations.
- Designed and deployed disaster recovery systems to ensure business continuity.

- Consulted users to determine areas in need of improvement.
- Configured and updated Linux servers using ansible
- Planned, tested and supported high-availability infrastructures.
- Improved job tasks and mentored junior team members on best practices and standards.
- Improved operations by working with team members and customers to find workable solutions.

#### Education

Associate of Arts : SCIENCE of EDUCATION UNIVERSITY of YAOUNDE - City

#### Certifications

- **Professional Scrum Master I (PSM I)**
- **Professional Scrum Product Owner (PSPO I)**
- **Professional Scrum with Kanban (PSK)**
- **PMI- Agile Certified Practitioner (PMI-ACP)**
- **Microsoft Fundamentals (AZ900)**
- **Redhat Certified System Administrator (RHCSA)**

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