MARIA BECKLES

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Professional Scrum Master | Project Management |Agile | Quality Assurance | Leadership | Process Improvement | Coaching
Mentoring | Problem Resolution | Project Organization | Team Building | Continuous Improvement Marketing | Jira | Trello
Excel Microsoft Office | | Zoom | Skype | Slack | Figma | GitHub | JavaScript | React | Gatsby | Bootstrap |Ruby | Rails

Certified Scrum master with definitive leadership qualities and strong critical thinking and decision making skills. Highly trained individual knowledgeable in web development technologies and considered a talented leader. Mission-focused Servant Leader with extensive experience coaching and mentoring highly skilled teams. Bilingual professional with more than 16 years of experience delegating tasks and managing projects. Effective communicator, considered expert in prioritizing tasks and optimizing workflows.
Bilingual: English/Spanish.

PROFESSIONAL VALUE OFFERED

- Leader with a focus on guiding the team towards improving the way we work.
- Continuously learning Agile/Scrum techniques and sharing findings with the team.
- Use Jira Software to provide transparency on product and sprint backlogs.
- Remove impediments by having an understanding of the product and the process.
- Facilitate Scrum Events as necessary.
- Organize release planning, documentation, and demos.
- Provide all support to the team using a servant leadership style and led by example.
- Assertive and compassionate when addressing unproductive attitudes and dysfunctional behaviors.

PROFESSIONAL EXPERIENCE

Scrum Master (Full Stack Web Development Student) | Wyncode Academy | 2020
- Facilitate Scrum sprint planning, backlog refinement, daily scrums, sprint reviews, and sprint retrospectives.
- Plan Agile best practices and encourage team cohesion, overcoming impediments and hurdles to productivity.
- Anticipate impediments to team delivery including transitioning to working remotely due to quarantine.
- Proactively identify and find ways to resolve issues to prevent distractions and keep projects on track.
- Use Jira Software to give structure, plan, develop and release projects.
- Organize and manage Documentation and Demos.
- Consulted with UX/UI Web Designers professionals.
- Collaborated as part of the Software Development team coding front and back end.

- **Soft Search - Awarded as the best Web Application of Wyncode Pitch Night**
- Career search web application specifically created for Software Development.
- GitHub Repository: https://github.com/mj305/Soft_Search
- Heroku Application Link: https://s0ft-search.herokuapp.com/

- **El Taco:**
- Taco recipe finder by ingredient.
- GitHub Repository: https://github.com/https://eltaco.herokuapp.com/mj305/El_Taco
- Heroku Application Link: https://eltaco.herokuapp.com/

Contract Recruiter | HolaDoctor | 2019
- Reported to VP of Brokerage.
- Collaborate with the executive team to determine hiring needs and formulate strategy.
- Design and coordinate hiring and onboarding process.
- Create reports on hiring progress and other recruiting metrics in Excel.

Team Leader | vitaCare Prescription Services (TherapeuticsMD) | 2018 –2019
- Reported to Sr. Director of Operations, led in setting the vision, overall direction, coordination, and evaluation of the team.
- Identify individual strengths and actively foster a career advancement path for succession planning.
- Mentor others in developing leadership behaviors to help boost performances.
- Create a performance scorecard and incentive program to increase employee engagement and lower attrition rate.
- Deliver customer experience training to help representatives deliver world-class service to customers.
- Initiate the leadership club, a career development path for promotion into leadership roles.
- Train staff in leadership skills to help increase internal promotions.
- Benchmark best practices and establish metrics based on KPIs.

Supervisor | Sage Dental | 2017 –2018
- Reported to Sr. Dental Operations Director.
- Head HR activities including recruitment, performance evaluations, and terminations.
- Improved service levels to 80/20 by creating a Workforce Management tool with Excel.
- Created job function optimization, reducing the call abandonment rate from 20% to 5%.
- Established Operations objectives, goals, and KPIs to drive productivity.
- Developed performance reports for upper management to help in corrective action or continuous improvement.
- Designed the incentive program, yielding improved morale, production, and performance.
- Delivered active coaching and actionable feedback, QA, and hands-on leadership.
- Increased conversion rate from 40% to 83%.
- Created training and coaching program and on-the-job training by developing leads.
- Reason for leaving: Role was eliminated.

Team Leader | American Express | 2010 –2016
- Led US collections improving results by over 95% in effectiveness and efficiency.
- Trained groups of up to 30 employees on collections principles, laws and regulations and customer behavior identification.
- Led a team with lowest attrition over a 12-month period with maximum promotions to next level.

New Hire and Training Coach | AT&T | 2009 –2010
- Collaborated with leaders and managers to determine training needs.
- Selected and wrote appropriate curriculum for specific course topics to help in instructional delivery.
- Integrated technology resources into courses to diversify instruction.
- Reason for leaving: Relocated.

EDUCATION

MBA in Web Development, Lynn University
Expected Graduation: February 2021

Wyncode Academy - Full Stack Web Development
Graduation: March 2020
Curriculum:
- Static Front End
- Advanced JavaScript
- Advanced React
- Bootstrap and Material UI
- Ruby on Rails
- React on Rails

BS in Business, University of Phoenix
Graduation: October 2015

CERTIFICATIONS

Full Stack Web Developer, Wyncode Academy
Issued Apr 2020 - No Expiration Date
Credential ID MIAC36

Professional Scrum Master I (PSM I), Scrum.org
Issued Apr 2020 - No Expiration Date