

MARIA BECKLES

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PSM | Professional Scrum Master | Jira | Trello | Agile | Scrum | Branding | Marketing | Git | GitHub | Figma | HTML
CSS | JavaScript | React | Gatsby | Bootstrap | Ruby on Rails | Quality Assurance | Microsoft Office Ruby | Excel
Leadership | Management | Process Improvement | Coaching, Training & Mentoring | Zoom | Skype | Slack

Process improvement and Solutions-oriented **Professional** with 17+ years of experience leading multicultural teams, individuals and clients. Experienced leader who's served roles in areas such as Operations Management, Recruitment, Project Management, Consulting and more. I'm a people-person with deep emotions and empathy; I'm able to inspire and be at my best when collaborating with others. Pragmatic team player and servant leader seeking to leverage background into Agile, Scrum, and Web Development roles for a progressive organization.

Bilingual: English/Spanish.

PROFESSIONAL VALUE OFFERED

- Facilitated Scrum Events during sprints.
- Effective setting structure for project success using Jira and other collaboration suites.
- Managed Product and Sprint Backlogs focused on maximising value.
- Responsible for eliminating impediments, waste, managing the process, the team's health, and culture.
- Focused on mindset, team continuous improvement and organization collaboration with the team.
- Encourage and coach the team to take ownership of their process and environment.
- Assertive and compassionate when addressing unproductive attitudes and dysfunctional behaviors.
- Ensured to facilitate fun and productive retrospective events for the team.

PROFESSIONAL EXPERIENCE

Wyncode | 2020

- Used Jira Software to give structure, plan, develop and release projects.
- Closed the gap between thinking and doing.
- Managed Product and Sprint Backlog.
- Observed Daily Scrum.
- Resolved and prevented impediments.
- Responsible for documentation.
- 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://soft-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.
- Collaborated with the executive team to determine hiring needs and formulate strategy.
- Designed and coordinated the hiring and onboarding process.
- Created report 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.
- Identified individual strengths and actively fostered a career advancement path for succession planning.
- Mentored others in developing leadership behaviors to help boost performances.
- Created a performance scorecard and incentive program to increase employee engagement and lower attrition rate.
- Delivered customer experience training to help representatives deliver world-class service to customers.
- Initiated the leadership club, a career development path for promotion into leadership roles.
- Trained staff in leadership skills to help increase internal promotions.
- Benchmarked best practices and established metrics based on KPIs.

Professional Experience-continued...

Supervisor | Sage Dental | 2017 –2018

- Headed HR activities including recruitment, performance evaluations, and terminations.
- Improving 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