

KENECHUKWU (KEN) AKABUEZE, CSM, SFC

Brooklyn, NY 11210

848-245-4295 | kenechukwuakabueze@gmail.com

PROFESSIONAL SUMMARY

- An IT professional with seven years of technical experience and domain expertise in the IT, Banking and Finance, E-commerce & Retail industries, and over three years' experience as a certified scrum master. An innovative, dynamic and self-organized servant-leader working with agile teams towards understanding agile values, as well as organizational adoption of Agile Methodology
- Worked closely with the Product Owners to successfully breakdown Epics into user stories using INVEST technique, prioritize user stories, groom the product backlog, create and document acceptance criteria, estimation, and prioritize product releases
- Collaborated with the Scrum Team through facilitating and coaching, with a focus on Agile principles, framework, and practices. Worked closely with the Scrum Team in facilitating scrum ceremonies such as Daily Scrum Meetings, Sprint Planning Meetings, Sprint Review Meetings, Sprint Retrospective Meetings and Product Backlog Grooming Meetings, and with extensive knowledge in maintaining Product Backlog, BurnDown Chart, and Team Velocity
- Involved in Scrum Team maturity assessment and agile coaching, while facilitating and leading meetings to ensure progress on solutions and products, and making sure the scrum team finalize tasks for sprint backlog using SMART technique
- Guided the team and organization on how to use Agile/Scrum practices and values for overall development of the team
- Supported and educated the Scrum Team, especially with respect to self-organization, agile engineering and testing, and incremental and iterative software development
- Communicated with the Scrum Team during each sprint towards a shippable product releases, while working closely with the Product Owner to make sure each user story in the sprint backlog was incorporated in the final deliverable
- Worked with stakeholders and customers in identifying, understanding and documenting epics, and developing these epics into acceptable user stories which are prioritized based on business values and risks
- Worked in a complete project life cycle; Analysis, Design, Implementation, Functional and Regression Testing
- Extensively interacted with the Scrum Team (designers, developers) to ensure functional and proper implementation of business requirements, and with the QA team in executing test plans, test case scenarios, test logs, test objectives
- Experience with scrum techniques such as Poker planning, MoSCoW, INVEST, T-shirt size, Silent writing, Nudging, Modelling Behavior, Relative Mass Valuation.
- Built and maintained a strong working relationship with all levels of management, with a proven ability to understand the business environment, strategies and objectives.
- Experience working in cloud platforms like Microsoft Azure, Amazon Web Services (EBS, EC2, S3, Lambda, Route53, VPC, Cloud trail, Cloud watch)
- A proven capacity to work in an extremely fast paced environment, meet deadlines, and perform at high standards with limited supervision, including an ability to manage project team members located across multiple delivery sites
- Excellent work ethics, analytical skills, and outstanding organizational skills for strategic planning, prioritization and execution coupled with excellent communication, written and interpersonal skills describing a committed team player

TECHNICAL SKILLS

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| • SDLC Methodologies: | Agile Scrum, Waterfall, Kanban, XP |
| • Project Management Tools: | MS Project Professional, MS Project Server |
| • Agile Management Tools: | JIRA, CA Rally, HP Agile Manager |
| • Modeling Tools: | Rational Requisite Pro, HPALM, UML, MS Visio, Rational Doors |
| • Databases: | MS SQL Server 2012/2008/2005, MS Access |
| • BI Reporting Tools: | Tableau, IBM Cognos, SQL Server Reporting Services (SSRS), Power BI |
| • ETL Tools: | SQL Server Integration Services (SSIS), Informatica, Teradata, Hadoop |
| • QA Testing Tools: | ALM, HP Quality Center, JIRA, Load Runner, Mercury QC |
| • Documentation Tools: | MS Office Suite, SharePoint 2010/2013 |
| • Data Warehousing: | Data Marts, OLTP, OLAP, Query/Reporting, Multidimensional Analysis Web |
| • Technologies: | Ajax, HTML, JavaScript, CSS, Angular, JavaScript, jQuery, SOAP, Restful, XML |
| • Working Tools: | Teradata SQL Assistant, Oracle SQL Developer, MPUTTY, WIN SCP, Power |
| • Hardware Skills: | Servers, Routers, Switches, Hubs, Wireless Access Point, Desktop/Laptops |
| • Software Skills: | Windows, Linux, Mac OS, Active Directory, Connectwise, Windows Servers, Wireshark |
| • Networking Skills: | Routing and Switching, IP Subnetting, IPv4 and IPv6 design, TCP/IP Model, VLAN |
| • Cybersecurity Skills: | Security Software Installation, Network Firewalls, IDS/IPS, End-User Training |

ROLES

- Scrum Master
- Business Relationship Analyst
- System/Network Administrator

DOMAIN EXPERTISE

- IT
- Banking and Finance
- E-commerce & Retail
- Environmental Services

CORE COMPETENCIES

- Agile Methodologies
 - Project Management
 - Business Planning
 - System/Software Implementation
 - Networking Technician
 - Cloud Computing
 - Conflict Resolution
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PROFESSIONAL EXPERIENCE**Johnson and Johnson, Raritan, New Jersey*****January 2018 – Present******Scrum Master***

- Studied the inherent systems to have a clear understanding of the business processes and associated system workflow
- Worked with the stakeholders, customers, and users in identifying and documenting Epics
- Used the Gantt Chart to illustrate the project schedule to the stakeholders, while managing their concerns, expectations, risks and issues.
- Effectively communicated weekly project status using the Burndown charts to the business leadership, while identifying the problem definition as part of continuous process improvement towards the business continuity of the organization
- Educated and reinforced Agile/Scrum implementation methodology, practices and framework to team members and key stakeholders, while resolving impediments by coordinating and collaborating with cross-functional team
- Coordinated with the Project Owner in identifying, prioritizing and writing user stories fulfilling INVEST criteria for the sprint backlog, created and documented acceptance criteria, estimation, and prioritization for product release plan
- Coordinated with the Scrum Team in Daily Scrum Meetings, Sprint Planning Meetings, Sprint Review Meetings, Sprint Retrospective Meetings and Backlog Grooming meetings
- Worked closely with the developers working on Web Orchestration and Java API's to integrate it with different applications
- Managed scrum artefacts, while providing technical support for sprint cycles and testing using Rally tool
- Created Sprint Burndown and Release Burndown Chart to keep track of the team's velocity and sprint progress for forecasting
- Tracked and managed all change requests taking them through the complete change request lifecycle
- Backlog Items (PBIs) using techniques like MoSCoW and estimated Story Points using Planning Poker.
- Coordinated with the Scrum Team during each Sprint towards a shippable product release working closely with the Product Owner to make sure each user story in the Sprint Backlog was attended to
- Worked with a well self-organized cross-functional development team (called Developers) to execute roadmap and bring new functionalities to the product
- Mentored and coached business analysts, developers in applying agile principles and practices to achieve team unity and high performance.
- Fostered strong team values, created an environment where the teams were self-governing and continued to explore and implement ways to improve.
- Assisted the PM in setting realistic project expectations and in evaluating the impact of changes on the organization, and plan accordingly by conducting project related presentations
- Implemented risk policies, processes and procedure towards business to prevent loss in the product value

TD Bank, Jersey City, New Jersey***August 2016 – December 2017******Scrum Master***

- Facilitated the scrum ceremonies; Daily Stand Up, Backlog Grooming, Sprint Planning Meetings, Sprint Review Meetings, Sprint Retrospective Meetings
- Participated in Business Requirement Definition (BRD) workshops along with clients and Subject Matter Experts.
- Created Gantt Chart to illustrate project schedule for executive committee, while working with stakeholders to gather and discuss initiatives and requirements
- Facilitated meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure the system meets all the goals of the project

- Assisted the Product Owner on process related work for grooming and prioritizing features and user stories in JIRA
- Worked closely with Product Owner in backlog refinement and continuous delivery of features, goals and milestones
- Assisted Product Owner to create user story, groom user story, prioritize user story, and schedule release plan
- Worked within collaborated environment, and assisted in calculating velocity and capacity of the team for each sprint
- Managed and maintained issue tracking systems and coordinated release activities
- Coached, taught, educated and reinforced scrum methodology and agile framework to team members
- Periodically assessed the Scrum Team maturity (during retro) and organization, and coached team to higher levels of maturity
- Collaborated with Lead Business Analyst in the creation of Use Case Diagrams, Process Flow Diagrams and GUI designs using UML modeling, mock up screen designing tools such as MS VISIO
- Managed ongoing communication with customers to ensure their expectations are aligned regarding the development, delivery, and timely completion of their requests
- Managed and tracked project using RALLY, JIRA, CONFLUENT
- Provided guide and support towards the project completion by liaising with clients and cross-functional team to complete the user stories as listed in the sprint backlogs

TGI Office Automation, Brooklyn, New York

January 2015 – June 2016

Scrum Master

- Interfaced with client personnel and used oral and written communications skills to develop great working relationships with stakeholders
- Worked closely with the product owner to gather requirements from the stakeholders, and users for the product backlog and understanding of the business process
- Assisted Product Owner by tracking day to day operations of the team; providing daily and weekly summary
- Did content management and created business processes, and workflow documents for transiting the process to external vendor.
- Interfaced with Product Owners on an active basis to manage product backlog and sprint activities
- Responsible for overseeing all task activities assigned to the Scrum Team and making sure that they are performed in a timely manner with minimal technical debt, while maintaining the highest quality of performance
- Led a Scrum Team to perform planning, development and testing on a large software development, implementation and integration project
- Conducted all scrum related activities, including sprint planning, daily scrum meetings, sprint retrospective and client demos.
- Managed and maintained issue tracking systems and coordinated release activities
- Removed obstacles, impediments, and manage risks to enable team efficiency and effectiveness
- Ensured all scrum activities are tracked and kept up-to-date and reported on a daily basis
- Experienced in managing the software development project, and making sure the team was using the appropriate Agile Scrum approach
- Applied scrum estimation techniques to software development efforts, using strong leadership and organizational skills with excellent communication (written and verbal), time management, project planning, people and team building skills

TGI Office Automation, Brooklyn, New York

February 2014 – December 2014

Business Analyst/ Scrum Master

- Worked in a high powered, self-organized scrum team
- Gathered, analyzed and documented the business requirements that are critical to the business and using those requirements to design the application software
- Conducted user interviews to gather and understand different stakeholders' perspective; identified business opportunities and business goals
- Understand and articulate Business requirements from user interviews and then translate requirements into technical specifications
- Used agile scrum methodology to manage the software development process working closely with the Product Owner in the iteration cycles
- Gathered requirements, functional specifications, designed, tested, and enhanced business systems.
- Developed technical solutions to business problems, Created Vision and Use case documents.
- Developed and implemented comprehensive test plans to ensure that systems and programs are tested.

- Created GUI elements, Workflow Diagrams, Activity Diagrams and cross functional diagrams.
- Designed wireframes and mockups and designed the Catalog management process.
- Determined proper installation parameters for software and hardware, for smooth integration and transition.
- Analyzed defects, identified and corrected technical problems and deficiencies
- Validated the Web Service responses using SOAPUI.
- Design robust and scalable test plans for feature components which can be easily incorporated into the overall feature test plans and meet customer requirements with little or no guidance.

First Bank of Nigeria, PLC

October 2012– December 2013

A Nigerian multinational bank and financial services company

System Analyst/Business Analyst

- Acted as a liaison between various corporate departments (executives, legal, IT and vendor relationship)
- Created Business Requirements Document, Functional Specification Documents (BRD, FSD)
- Reviewed Business Requirements, Functional Specifications to ensure the quality of SDLC deliverables
- Assisted with the system testing/user acceptance testing (UAT) of the functional enhancements as needed
- Used MS Office suite (Word, Excel, PowerPoint) and SharePoint for project tracking, documentation, presentation and managing the documents
- Created use case diagrams, and use cases using UML modeling tools such as MS Visio
- Ensured completed activities met project specifications, requirements and FBN Standards
- Evaluated information gathered from multiple sources, reconciled conflicts, decomposed high-level requirements
- Reviewed test cases and scenarios and met all project data deliverables and deadlines
- Requirements documentation using Microsoft Office Suite and Visio
- Derived Functional Specifications Document (FSD) based on User Requirement Specification URS

First Bank of Nigeria, PLC

February 2011 – September 2012

A Nigerian multinational bank and financial services company

System/Network Administrator

- Performed Backups and disaster recovery procedures
- Provided helpdesk support for the company's employees and customers
- Maintained the network infrastructure, server room and datacenter
- Managed the printer infrastructure including Paper cut, Lanier, Toshiba, Lexmark
- Maintained the security systems (active directory, group policy, antivirus etc.)
- Researched and Recommended of new technology (ITSupport247 with Connectwise), and its implementation.
- Provided off-hours support as needed to ensure 24x7 uptime
- Understood corporate business objectives and apply necessary judgment to effectively utilize I.T. resources
- Obtained and maintained all necessary technical certifications for software's being supported
- Maintained up to date standard operating procedures, and assisted with customer IT issues as requested

CERTIFICATIONS

Certified Scrum Master (CSM)

Scrum Fundamentals Certified (SFC)

Cisco Certified Entry Networking Technician (CCENT)

Amazon Web Services Certified Cloud Practitioner (AWS CCP)

EDUCATION

BOKU University of Natural Resources and Life Science, Vienna, Austria

Master of Science (MS), Environmental Science, 2011

University of Benin, Benin City, Edo State, Nigeria

Bachelor of Science (MS), Biotechnology, 2009