Tristan Boughton

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Scrum Master

*8 years of success aligning processes and technology to drive business growth, boost productivity, reduce costs, and strengthen competitive advantage.*

Problem solver and change agent with excellent communication and facilitation skills; adept at driving enterprise-scale transformations, identifying risks and roadblocks early, making sound decisions, resolving conflicts, and leading team members to meet project targets on time and on budget.

*Highlights of expertise:*

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| * Scrum-based Project Management * Agile Software Development * Requirements Elicitation & Analysis * Stakeholder Communication | * IT & Management Consulting * Process Automation & Improvement * Testing & Verification / Validation * Documentation, Metrics & Reporting |

Professional Experience

Capital One, McLean, VA

**Scrum Master / Agile Coach,** 6/2015 – Present

Blend creativity, process and technology knowledge, and relationship building / team building skills to coach Capital One GFIT team on Agile development methodologies; steer changes that enable team to deliver software projects faster, more efficiently, and to high levels of quality. Advise team members on leveraging corporate technology to influence process improvement.

* Enhanced processes and performance for systems support team by migrating from Scrum to Kanban methodology.
* Utilized Version One enterprise platform to capture development team metrics and provide management with greater visibility on project performance.
* Developed scrum master onboarding process and documentation used across Capital One international.
* Developed release planning process and checklist used across Capital One to ensure readiness for production releases.
* Manage regulatory compliance for large, multi-million dollar project to ensure development standards meet federally imposed standards.

AOL, Inc., Dulles, VA

**Scrum Master / Agile Coach / Senior Technical Project Manager,** 2/2015 – 6/2015

Led development, training/mentoring and implementation of Agile software development best practices for multiple software delivery teams as facilitator, servant leader and coach. Steered Agile Scrum ceremonies to include release and sprint planning, daily standup meetings and retrospectives. Worked closely with peer Project / Scrum Masters to identify and manage inter-team dependencies; kept program management updated on team status and progress through clear communication and concise reporting.

* Built positive relationships throughout AOL Core Mail team to develop trust and facilitate smooth integration of new Agile development methodologies and processes.
* Coached 14 development teams to develop and complete sprints, with four starting from scratch and completely new to Agile Scrum methodology.
* Developed multiple presentations to coach entire program on key topics to include story points, retrospectives, and JIRA best practices.
* Created weekly status reports for VP's team; identified projects for capitalization, assembled information from management and created documentation for accounting.
* Improved scheduling mechanism for meetings program-wide, ensuring adequate project management and product owner support for all program initiatives.

Asurion, Sterling, VA

**Project Manager / Scrum Master,** 11/2014 – 2/2015

Utilized Agile Scrum methodologies while leading 10-member implementation team to deliver back-end file processing capabilities for insurance program enrollment and claims processing. Steered Scrum ceremonies (release & sprint planning, daily standup meetings, retrospectives).

* Revamped program wiki on Atlasssian Confluence; streamlined methods for managing documentation, requirements, contact information, metrics, and status reports.
* Championed transition to new tracking tool for better clarity of team commitments, improved understanding of requirements, and greater transparency in development.

SRA International, Inc., Fairfax, VA

**Business Analyst/Scrum Master,** 2/2013 – 11/2014

Managed Scaled Agile Framework (SAFe) and Agile Scrum methodology for large-scale system development and integration project. Built relationships and trust with teams and stakeholders, and drove continuous improvement of business and software delivery processes.

* Demonstrated servant leadership in propelling transition to new methodologies and tools, including Rational Requirements Composer and Atlassian’s JIRA Agile board functionality.
* Guided testing and implementation of new tools that streamlined management of Scrum projects with complex sets of business and technical requirements.
* Created user documentation and hosted training sessions for analysts, testers, and developers.
* Organized five years of old requirements documentation to provide teams with centralized repository.

ClearFocus Technologies, Inc., Leesburg, VA

**Operations Analyst and Independent Consultant,** 11/2013 – 12/2014

Executed technology projects for clients of IT / management consulting firm; provided expert leadership, guidance, and hands-on direction for corporate software implementations, network and office builds, help desk operations, and recruiting functions. Customized new tools to meet clients’ unique needs.

* Led implementation of Dynamics CRM, Salesforce.com, Data.com, CATS Applicant Tracking System, and Freshdesk help desk system.
* Designed and coordinated office build out for key client; planned spaces, installed and configured network, and utilized Ring Central to manage phone system.
* Brought ITIL standards to help desk processes; provided rapid-response IT support, taking ownership of issues from first contact to ensure total customer satisfaction.
* Managed help desk resources and trained employees on capabilities, features, and operation of applicant tracking, help desk, CRM, and social media applications.

Institute for Building Technology and Safety, Ashburn, VA

**Scum Master,** 7/2012 – 2/2013

Led transition from Waterfall to Agile development; created new policies and processes, served as Scrum Master and leader for cross-functional team, and enforced compliances at process and task levels. Provided development support for live applications.

* Championed organizational change that enabled delivery of high-quality software more quickly and efficiently than previous Waterfall methodology.
* Provided leadership on all facets of Agile methods for requirements elicitation, system design, documentation, coding standards and code review, deployment, and testing.
* Enhanced User Acceptance Testing; new methodology provided customers with comprehensive system test plan, including all steps necessary for documenting results and tracking bugs from initial creation through go-live.

Blackstone Technology Group, Arlington, VA

**Scrum Master,** 9/2011 – 7/2012

Delivered case management and analytics system for U.S. Citizenship & Immigration Services, fulfilling key portion of $24.7M project on schedule and within budget.

* Served as scrum master for 10 person team implementing complex analytics system for U.S. Citizen and Immigration Services.
* Championed Agile Scrum methodologies, and led Scrum ceremonies including stand ups, backlog grooming sessions, retrospectives, sprint planning, and release planning.
* Decomposed complex business process into deliverable functionality and user stories.
* Developed and instituted streamlined UAT process that empowered clients with powerful tools for ensuring software met established requirements.
* Supported complex CRM system customizations and extensions, including Ruby on Rails, HTML, and CSS based customer service websites.

InScope International, Inc., Reston, VA

**Business Analyst,** 6/2008 – 9/2011

Supported application / tool development, data center management, software deployments, equipment upgrades, and related services. Managed relationships with customers and vendors; led IT procurement, advised on budgets and purchases, administered accounts, and conducted technical training for customers, business groups, and management.

* Established Project Management Organization (PMO); created new policies, procedures, and processes for project management plan, and facilitated CMMI level 2 accreditation.
* Developed automated contracts and project management system in MS Dynamics CRM; led data migration from legacy system, and championed company-wide system rollout.
* Drove market research, presented business case, secured approval, and led move to new applicant tracking system (ATS) and human resources information system (HRIS).
* Streamlined business processes for First Army by developing automated procurement and inventory management system and reporting system.
* Extended corporate CRM, help desk support, and wiki applications with Ruby on Rails based front-end solutions.

Education and Credentials

Bachelor of Science in Business Management/Systems • Taylor University, Upland, IN

**Professional Certification & Affiliations:** Certified ScrumMaster,Scrum Alliance, Toastmasters International

Technical Proficiencies

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| *Platforms:* | CentOS 6/7, Mac OS X, Mac OS X Server, Windows, Windows Server |
| *Tools:* | SQL Server Reporting Services, OmniGraffle, MS Office, MS Dynamics CRM, MS Team Foundation Server (TFS), MS Project, MS Visual Studio, Atlassian JIRA, Atlassian Confluence, Atlassian Git Essentials, IQ Navigator, ConnectWise PSA, Akken Staffing, iCIMS Talent Platform, Digital Performer, Finale, ProTools, Logic, Native Instruments sample libraries, Bias, Audacity, Version One |
| *Databases:* | SQL Server, SQL Server Business Intelligence Development Studio, MySQL |
| *Programming:* | HTML, XML, SQL, JavaScript, Ruby on Rails |