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| **LEONEL EKO**  2727 ELMSIDE DR  HOUSTON TX 77042  571-395-6563  Eko.leonel@yahoo.com |  |

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| **Objective** | Experienced Agile Software Development professional with outstanding qualifications and track record in delivering and managing Agile software projects. I have been responsible for leading project teams and facilitating the Agile approach within these teams. With over two years of hands-on experience as a Scrum Master with strong communication skills, ability to effectively manage a technical team, quickly comprehend complex subjects and guide products through the full requirement, release and support lifecycle. Additionally, arranges meetings, sprints, and demos. The day-to-day responsibilities of a certified Scrum Master include developing and maintaining Agile training, providing guidance, ensuring that processes are aligned with the goals of the business, and measuring processes against the corporate quality goals. |
| **Skills** | * Agile Scrum Master, * Kanban and its methodology concept(bottleneck) * Lean methods and XP * Tdd, QA, and Release * Etl and big data * Continuous integration, development and release * Software Development Life Cycle SDLC, MS * Personal banker, Business advocate and business management and development * Microsoft word, excel, power point, outlook Typing, scanning. * Strong financial reviewer and Understand financial engagements and requirements in different projects * Risk management specialist * Strong interpersonal skills * Experienced in five levels of Agile planning including Product Vision, Product Roadmap, Release Plan, Sprint Plan and Daily commitments * Experienced in software testing, validation and documentation of web-based * deliverables using Scrum methodology following all scrum practices over 2-4 weeks’ sprints * strong interpersonal skills, excellent team player and efficient in managing multiple teams across the board. * Experience with the software development life cycle, including requirements gathering/documentation and testing in support of software applications * Developed and executed detailed test cases for functional, and regression testing of backend processes * Ability to handle multiple projects with competing deadlines in a fast-paced environment * Organized with great attention to detail, self-starter, and multi-tasked with the ability to meet project milestones and deliverable dates on time and a team player who strives to improve customer satisfaction. * Ability to communicate effectively and collaboratively in a team environment. * Experience interfacing with clients. * Knowledge of using SQL and JAVA * Knowledge in sprint ceremonies and daily stand up * Knowledge in retrospective and backlog grooming |
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| **Education** | Scrum Alliance  Certified scrum master (CSM)  University of buea(Cameroon)  Political science and business administration BSC |
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| **Experience** | S**CRUM MASTER/BUSINESS ANALYST**  **SOUTHWEST AIRLINES**  **JANUARY 2017- FEBUARY 2019**  **HOUSTON TX**   * Certified Scrum Master with experience in Business Analytics * Experienced in five levels of Agile planning including Product Vision, Product Roadmap, Release Plan, Sprint Plan and Daily commitments * Experienced in software testing, validation and documentation of web-based * deliverables using Scrum methodology following all scrum practices over 2-4 weeks’ sprints * Experience with the software development life cycle, including requirements gathering/documentation and testing in support of software applications * Developed and executed detailed test cases for functional, and regression testing of backend processes * Ability to handle multiple projects with competing deadlines in a fast-paced environment * Organized with great attention to detail, self-starter, and multi-tasked with the ability to meet project milestones and deliverable dates on time and a team player who strives to improve customer satisfaction. * Ability to communicate effectively and collaboratively in a team environment. * Experience interfacing with clients. * Knowledge of using SQL. * Experience in TFS with admin functions and dash board. * Experienced using java and safe to coach and lead teams connecting with POs, executives, developers and other related team members. * Experienced with mobile application development and working closely with testers, computer engineers and analyst using different language like JAVA, C++ to apply the different level of coding and specification for the software. * Worked closely with production and design team to improve applications for customers using test and debug. * Lead team to AWS efficient set up build for deploy for business growth and customer satisfaction through cloud and amazon use * Excellent communication and relation across multi cross functional teams, stakeholders, product owners, clients and team members. * Using jira to effectively to monitor project progress, team velocity and burn down. Also following on expected release, progress report other metric tracking not limited to team or project. * Servant leader, coach and mentor to teams and stakeholders alike on agile scrum frameworks and different ceremonies. * Handling of different and all levels of setbacks and impediments but not limited to team members and or to project. |
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**Jr Scrum Master**

**February 2015- January 2017**

**BANK OF THE WEST OKC**

Responsible for defining the scope of the project, gathering business requirements, doing gap analysis and documenting it

* Understood and articulated business requirements from user interviews and then convert requirements into technical specifications
* Understanding long term product planning and release
* Finding and implementing techniques for effective product backlog management and creating communicating vision, goals and product backlog items to the teams.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS) for the Web based application by following SDLC methodology.
* Interfaced with vendor to communicate requirements and issues as well as resolution of defects
* Installed, configure and support company’s mortgage systems, products, and software
* Determined and recommended resolution of all project dependencies, overlaps, and gaps
* Provided research and recommendations for additional reports, tracking tools, and/or metrics that will contribute to the management of productivity and performance
* Played a key role in the planning, and implementation of system enhancements and conversions.
* Worked as a User\Customer Advocate and negotiated with user as well as with developers and management staff to resolve any requirement conflict to bridge the gaps between IT and Business Client.
* Practicing the agility and facilitating scrum events as requested or needed and coaching team in self\*organization and cross functionality to create high value products
* Removing and solving impediments to help team progress and facilitate release to improve productivity.
* Helping team and product owners understand and adapt to the agile methodology and the functionality of the scrum master.
* User story development with team and prioritizing customers and product owner request from the backlog and backlog rooming process.
* Experience with Jira, back log, burn down chats, and handling and removing impediments
* Certified scrum master knowledgeable in the agile methodology and scrum ceremonies.
* Lead or serve multiple teams and coaching on the agile methodology and Jira software with leadership skills to improve team and help return of investments.
* Excellent communication skills to relate and interact with teams, product owners, executives to bring everyone on the same page for the project to reduce cost and maximize time for the consumer there by making profit and satisfying the customer.
* Taking charge of all sprint ceremonies from sprint planning to burn down and release with reviews and retrospective too.

**WELLS FARGO**

**January 2012- March 2015**

**BUSSINESS AND PERSONAL BANKER**

* Daily bank meetings to discourse the work plan of the day and to draw a road map to make the day better and how others could help build their daily and eventual monthly quarter
* Help customers both personal and business on all account related activities and help the build a road map to help them get the most with their money and their banking with wells fargo.
* In-charge of all business clients in the bank branch on all business banking related needs from business credits or credit cards, loans and line of credits and also in setting different meetings with then to help on the growth of the business and its finances. These meetings ranged from client to client.
* Performing the business duties was very rewarding as I could perform the same services to the personal account clients as well to not only enhance their experiences with the bank but to help them with different aspects of their finance in meeting immediate and future goals ranging from car loans, credit card maintenance and payment, mortgages and equity, kids accounts and different financial savings.
* Was privileged to act as a mentor to 3 team members, making their work numbers enable them to perfect their job requirements. There were daily meetings and coaching which enable us all grow in our different position while keeping a positive representation of the bank.
* Was in close collaboration with other sectors of the bank including the mortgage and investment sector of the bank to help teach customers on how to invest and build their finances, credit and relationship with the bank. In doing so I was able to setup payrolls, merchant services, and give out other educational business tools.
* This position helped me to grow into management as I worked in close proximity with my branch manager on managing the branch and all the employees with not only work related issues but also different aspects that could help them grow. Playing the servant role between management and the rest of the team.

**Cox communication**

**May 2010- December 2012**

**Technical** **support solution tier i,ii and supervisor**

**Omaha Nebraska**

* Customer service and phone sales were an additional role to play in the position. Being able to show customers their value packaging and do well to mention customer relation and retention.
* Tech support tier one will do mostly with the basics and immediate needs of the customers. Reconnections and disconnections, ordering and changing services, enable easy internet and phone usage, bill payments and new services amongst others.
* Tier ii is the integrating to being a supervisor with a team. At this time you help your shadowing supervisor control their assigned teams with different requirements from their calls, duties, functionalities and tardiness as well.
* Was in charge of setting up meetings and open line of communication amongst my team members with their immediate demands unless needs to escalated.
* Took over the forward line for employee assistance to deal with their most challenging customer calls and other work aspect they could not fix.
* With tier ii there are additional and advance tech support tools to help redeem the customer situation with aspects of their home computer and other electronic devices and services. Growing from this position for about a year I was made a supervisor.
* As a supervisor I had a team of seven members in my team which were in charge as a team to work together in increasing our productivity. There were daily meetings to discourse different aspects of growth and projects on how manage our different role. Was in charge of daily and quarterly report for the team as the team lead and servant leader.
* This helped me in growing and gaining the experience of business management and servant leader over the years. To be able to relate and communicate with others, encouraging them to work together and forming a team of efficiency has being very rewarding.

**EXPERIENCES**

* banking and finance
* business management and analysis
* scrum master (csm)
* experience in agile and agile manifesto
* sprint review, backlog, ceremonies, daily stand ups, sprint planning, retrospective and different impediments
* experience coaching and mentoring