-I am scum master with 8 years’ experience,Currently I am working with Blackknight where we provide High performance software Solution for Mortgage and Lending serving company, we provide solution such as Empower, expedite and Exchange **which helps making mortgage and lending experience easier and more interactive.**

Every one wants to be able to apply for loans and mortgage on their phones.

-I am a **Servant Leader** to 2 teams (both onshore and offshore) , for the SDLC Team of 8 developer and ITSM team of 9 operation engineers working with providing solution within an SLA ,where task is equally shared to meet deliverables

-**Talking about the SDLC team**, As a Scrum Master , I ensure we deploy a working environment at the end of every sprint (we have CIT,UAT,UATBF, PROD and DR), **which are all cloud (AWS) base** where I facilitate the sprint review ( demo ) at the end of every sprint where I am able **to track the deployment stages with JIRA**

-**My day to day** includes leading and facilitating the scrum ceremonies (Sprint planning , daily stand up, sprints review (demo) and retrospective) using jira board. **“Parking lot”**

Sprint Planning – where we plan ahead and go through the product backlog and priorities the user story.

**- I manage the flow** of communication within my team, As a servant leader I shield my Team from Internal and external distractions or dependency for them to concentrate on **Sprint Goals.** (Example access to an infrastructure , talk to the Service Enterprise Desk, )

**- Create a safe environment where questions can be asked without fear or being judge**

-**I am point of contact** with **SME** who are mostly located offshore to make sure our applications are stable.

**- I refer to myself** as a Vice PO, where I and my PO go over the backlogs and userstory using the "**product backlog priotization method"** which helps us priorities the backlogs and identify dependencies.

**I drive solutions,** track features and ensure my team is on track with deadlines overcoming dependency and risks.

I see my self as a **Technical SCM**

**-I** **report Sprint status** on a regular basis **to management, project teams and customers** about the goals, dependencies and blockers using the burndown chat V

-**As a Scrum Master/PM**, my duties are **to coach the team** on the agile framework for them to be be **self-efficient** at going about their tasks **and trust them to do their work**

**-I work with other scrum** masters in a SAFe environment, because Blackknight is a SAFE environments

-**AS SCM/PM** I work closely with others project managers , product owner, scrum master, developers, **manage Escalations of my team** and resolving issues within an SLA.

**TO SUM IT ALL UP , I have faced multiple** impediments from getting approvals ,gathering requirements , difficult stakeholders, project management and have successfully overcome all challenges of course with lessons learnt

That has been my role for the past 9 years

-Thanks for having me any questions so far

**Challenges :**

**An example** - A developer was **dependent stories** and with everything being virtual and they were not working together, lead to we not meeting the timeline because of this internal dependency, Then I started Assigning stories solely to developers where he or she doesn't have to depend on the other person and I also used **Roadmap** to give a graphical view of dependencies.

**Example 2** - A story was not written properly, then midway during the sprint the developers are not really clear, and I had to meet the product owner to help writing the stories which we were able to achieve using blacklog prioritization.

**Example** - Chasing down business owners, interdependent teams not taking our items as priority ( I am also proactive by escalating to my product owner ASAP),

Making sure no blocker or impediments from our team

That made me learn to fine tune my daily stan up meeting from asking status update and requesting for ETA and if you are still having issues, I am escalating quickly.

**STAR-** ITSM ticket

**Sprint Planning :**

1. Facilitating the meeting and ensure my team and the PO are present.
2. Make sure **we have the capacity to complete the propose workload**, ask team members to confirm any planned vacation time and other possible time restraints
3. Make the team member to **commit to story points**
4. Make sure **they understand the stories and meet the definition of ready** before they are even pushed to sprint backloG
5. I tend to give my **developers 70% capacity** because in reality people really do not give 100%

**PI planning :**

1. - So we start the PI planning on Thursday and it ends on Friday(2 days)
2. Our PI Planning **includes RTE, Scrum Masters, the team leads, PM, the Product Owners**. In total, we usually have about 80 people in this meeting.
3. During our PI Planning meetings, **we discuss epics, features and userstories and set the priorities on what needs done, during the next release train period,** which is usually about 10 weeks. (5 sprint).
4. Before the PI Planning, I as a Scrum Master submits my team capacity(names, roles, capacity) to the RTE as he uses this to plan the PI.
5. I tend to into involve my team early before the PI planning because they are the one doing the actual work, so we can talk about any impediment
6. I clear my boards and use Jira to track the progress of the project

**Migration (Nokia) – NSP application**

1. Before migration of for the NSP product (monitoring)
2. we do a PI planning for this project which involve the RTE, PO, PM and many scrum master of related projects, where we discuss the epic, features and stories of this project. This plan is handled by the RTE.
3. I carry my team along early so they have a good and quick understanding of the projects because they are the one doing the actual job (they might be able to identify Risk which may latter be impediment we don’t see.
4. Then during the PI planning we list all these applications out, and have a good understanding of the capacity needed to complete the project within the 10 weeks PI
5. I am a scrum leader to a 2 team of 7 developers EACH who helped with migration of 50 applications from OnPrem to AWS
6. I handle the project for Mid-East , Africa where we migrate all the NSP on-prem application within the PI (10 weeks) - 5 sprint, we make sure all the Application has been moved to cloud.
7. After application moved to cloud, we will proceed with decommissioning of the old server

**Retrospect :**

Happy, sad, continue

taking feedback anonymously after the retro

I send out an email after every retro then I pick up those action item to reflect on them

**Questions for Interviewers**

2. What are some of the challenges you are currently facing?

4. How many are on the team?

**Types of Impediments**

- Interruptions from stakeholders and other teams

- Too many work in progress - team member(s) maxed up on tasks

- Inter-story dependencies , inter-team dependencies, inter-product dependencies and External dependencies

- A lack of proper communication and thorough briefs.

**How do You remove Impediments?**

- Coaching the team to be self-sufficient (to avoid negative effects from impediments)

- Having a KBA(Knowledge-based articles) to help with prioritization

- Track stories/tasks/issues suing project/product management tool(Jira)

- When risks, dependencies, and blockers arise, I tackle them using the right processes.

**Control Dependencies**

1. Story Mapping
2. Product Backlog priotization
3. Scrum of Scrum
4. Central Dependency Team

Scrum Order of Events

1. Product Owner Creates product backlog(tasks/stories)

2. Sprint backlog High priority tasks/stories

3. Daily scrum Discuss priority task from sprint backlog to do next sprint.

4. Product increment Working piece of the product

5. Sprint review Demonstrate the work done to stakeholders to elicit feedback

6. Sprint Retrospective Plans on how to change what went wrong (reflection)

7. Cycle begins all over again

**Trello**

1. Card
2. Card back
3. **Due date** to the card if there is a deadline for the task
4. **Subscribe** to the card to receive any notification in regards the card
5. **Blue Avatar**- are board admins