Ryan Young, CSM, PMP, MSIS, BA

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Professional Summary

- A fast learning problem solver with more than five years of Scrum Master experience who has led diverse, cross-functional, globally distributed software development teams.
- Certified Scrum Master and Project Management Professional with a master's in information systems, bachelor's in communication, and associate's in computer science.
- Has documented success driving enterprise-wide initiatives, removing impediments, mitigating risk, navigating interoffice politics, and resolving conflicts.
- Previous engagement with Fortune 500 and world-renowned brands Comcast, Dell, DuPont, Vans, Hello Kitty, Sunbelt Rentals, Vanguard, Rip Curl, and Silver Oak Winery.

Skills and Certifications

Project Management	*Software Engineering*	*Administrative*	
CSM	AWS	Microsoft	Google
PMI PMP	GitHub	Office/365	G Suite
Agile	CI/CD	Project	Gmail
Scrum	SDLC	Excel	Drive
Kanban	eCommerce	Visio	Sheets
Jira	CMS/Wordpress	SharePoint	Docs
Confluence	ServiceNow	Outlook	Forms
Trello	Zendesk	Word	Slides
Waterfall	Slack	PowerPoint	Scripts
			Analytics

Employment History

Scrum Master   January 2020 - Present
Dell Technologies Inc. - Chesterbrook, PA

- Servant leader of two software engineering teams providing executive level status reporting on OKRs, project burn-down, team velocity, and release delivery.
- Responsible for enacting agile values and practices, ensuring the correct use of Scrum process by leading planning meetings, standups, reviews, demos, and retrospectives.
- Serve as an agile coach promoting Scrum and Kanban, assisting product owners with backlog grooming, and providing company-wide expertise on Jira and Confluence.

Scrum Master   February 2018 - January 2020
Comcast Corporation - Philadelphia, PA

- Scrum Master for offshore team in India that increased onshore velocity by 30%.
- Drove multiple teams to implement CI/CD pipelines, decreasing one specific team's release cycle from 3 weeks to 3 days.
- Kept AWS costs 50% below budget in 2018 by analyzing usage on a daily basis and following Amazon's suggestions to optimize operations.

- Used retrospectives to streamline production issues, lessening scheduled project interruptions by 20%.
- Launched MoviesAnywhere integration that attracted 50,000 customers within the first month and involved collaboration with fellow Fortune 500 company Walt Disney.

Scrum Master / PM   August 2017 - February 2018
Trellist, Inc. - Wilmington, DE
- Led a portfolio of projects as a Scrum Master and PM for global clients in a high-risk, fast-paced environment involving remote team members and off-site vendors.
- Used Microsoft Project and Trello to organize a cross-functional team of developers, designers, business analysts, copywriters, marketers, and user experience experts while following Scrum, Kanban, and waterfall project management methodologies.
- Followed SDLC process to develop applications, portals, multi-sites, eCommerce systems, and landing pages that involved CMS' TeamSite, Sitefinity, and Wordpress.
- Part of a multicultural global team that launched a Chinese language WeChat site increasing monthly DuPont social media engagement by 14%.

Scrum Master / PM   February 2017 - July 2017
WebLinc, Corporation - Philadelphia, PA
- Managed a $200,000 agile eCommerce build as a Scrum Master collaborating with an external product owner while also fulfilling the role of PM creating detailed project definitions, estimates, functional specifications, requirements, schedules, and timelines.
- Used Jira to lead a distributed team of cross-functional resources for build and retainer projects forecasting and reporting on utilization, capacity, and budget consumption.
- Documented all aspects of project organization, managed client expectations, and delivered weekly status reports with Excel and Confluence.

Scrum Master / PM   April 2014 - February 2017
Cuker Interactive, LLC - San Diego, CA
- Used Scrum and Kanban to develop web application and eCommerce platforms that attracted hundreds of thousands of unique user visits month over month.
- Daily communication with global client product owners who were employed by multi-million dollar brands using tools like Zendesk, ServiceNow, Slack, and G-Suite.
- Acted as a project manager on a two-year mobile responsive redesign project with a multi-million dollar budget for Sunbelt Rentals that led to a 250% increase in leads.

Education
- Master of Science, Information Systems
  Drexel University - Philadelphia, PA
- Bachelor of Arts, Communication
  LaSalle University - Philadelphia, PA
- Associate of Science, Computer Information Science
  Coleman University - San Diego, CA