

## Ryan Young, CSM, PMP, MSIS, BA

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### Professional Summary

- A fast learning problem solver with more than six years of Scrum Master experience leading 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

<i>Project Management</i>	<i>Software Engineering</i>	<i>Administrative</i>	
<ul style="list-style-type: none"><li>• CSM</li><li>• PMI PMP</li><li>• Agile</li><li>• SAFe</li><li>• Scrum</li><li>• Kanban</li><li>• Jira</li><li>• Align</li><li>• Confluence</li></ul>	<ul style="list-style-type: none"><li>• AWS</li><li>• GitHub/Bitbucket</li><li>• CI/CD</li><li>• TDD</li><li>• Automation</li><li>• eCommerce</li><li>• CMS</li><li>• ServiceNow</li><li>• Slack</li></ul>	<ul style="list-style-type: none"><li>• Microsoft Office 365</li><li>• Project</li><li>• Excel</li><li>• PowerPoint</li><li>• Teams</li><li>• SharePoint</li><li>• Outlook</li><li>• Visio</li><li>• Google</li><li>• Workspace</li><li>• Gmail</li><li>• Drive</li><li>• Sheets</li><li>• Docs</li><li>• Forms</li><li>• Slides</li><li>• Scripts</li><li>• Analytics</li></ul>	

### Employment History

Senior Scrum Master August 2020 - March 2021  
Nuix - Conshohocken, PA

- Facilitate daily scrum meetings, sprint planning, demos, groomings, retrospectives, and PI planning meetings to monitor health and focus effort for multiple scrum teams.
- Provide leadership reporting on the teams' progress, removing blockers, managing dependencies, and mitigating risk to ensure initiatives are met.
- Work with multiple dev leads and product owners to maintain backlogs.
- Collaborated across agile team members to successfully migrate Jira Portfolio to Align.

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

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

Scrum Master

February 2018 - January 2020

Comcast Corporation - Philadelphia, PA

- Scrum Master for five software engineering teams collaborating with business stakeholders, management, and product owners to deliver an agreed upon roadmap.
- Drove multiple teams to implement TDD and CI/CD pipelines, decreasing one specific team's release cycle from 3 weeks to 3 days.
- Used retrospectives to streamline production issues, lessening scheduled project interruptions by 20%.

Scrum Master

August 2017 - February 2018

Trellist, Inc. - Wilmington, DE

- Led a portfolio of projects for global clients in a high-risk, fast-paced environment involving remote team members and off-site vendors.
- Used Microsoft Project to capacity plan 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 enterprise CMS' Sitecore and Sitefinity.

Scrum Master

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 Project Manager creating detailed project budgets, definitions, estimates, 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.

Scrum Master

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.
- Led a two-year mobile redesign project with a multi-million dollar budget for nationwide equipment rental company Sunbelt Rentals that led to a 250% increase in leads.

**Education**

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