

## Ryan Young

Philadelphia, PA

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### Professional Summary

- A fast learning problem solver with more than five years of Scrum Master experience leading diverse, cross-functional, globally distributed product and software development teams.
- Certified Scrum Master, Kanban Professional, and SAFe Practitioner with a M.S. in Information Systems, B.A. in Communication, and an A.S. in Computer Information Science.
- Documented success driving large scale enterprise level initiatives using Agile principles, removing impediments, mitigating risk, navigating interoffice politics, and resolving conflicts.

### Technical Skills

#### *Project Management*

- Agile/Lean
- Scrum
- Kanban
- SAFe/Scaled
- Jira
- Align
- Roadmaps
- Confluence
- Waterfall

#### *Software Development*

- AWS
- GitHub/Bitbucket
- CI/CD - Bamboo
- TDD
- Automation
- eCommerce
- Wordpress
- ServiceNow
- Slack

#### *Administrative*

- Microsoft Office
- Project
- Excel
- PowerPoint
- Teams
- SharePoint
- Outlook
- Word
- Visio
- Google Workspace
- Gmail
- Drive
- Sheets
- Docs
- Forms
- Slides
- Scripts
- Analytics

### Professional Experience

Technical Scrum Master

August 2021 - Present

The Vanguard Group, Inc.

Malvern, PA

- Responsible for facilitating the successful, on-time, high quality delivery of various product development activities by leading and coaching up to three software engineering teams.
- Operated within Vanguard's proprietary scaled agile framework to deliver Personal Investor IT capabilities in the Trading Enablement product family by leading the maintenance and feature development of more than 10 different web applications in parallel.
- Played a key role in allowing teams to meet stated objectives and key results (OKRs) while continuously learning how to be more responsive to rapidly changing business conditions through the ongoing inspection and adaptation of the Scaled, Scrum, and Kanban frameworks.
- Acted as Jira Advanced Roadmap champion for multiple quarterly program increments leading a product family of six teams in the planning and delivery of enterprise level value.
- As a lead member of the company's Scrum Master Community of Practice, applied knowledge gained from inside and outside the company to contribute to the agile community.
- Guided the monitoring and continuous improvement of a team's Kanban flow metrics (WIP, work item age, cycle time, and throughput) to increase quarterly productivity by 25%.

Senior Scrum Master	May 2021 - July 2021
Thermo Fisher Scientific	Philadelphia, PA
<ul style="list-style-type: none"> <li>○ Guided and coached multiple product and software development teams on how to use Scrum, Kanban, and SAFe practices to deliver high-quality applications and services.</li> <li>○ Drove teams to implement TDD and CI/CD pipelines, decreasing one specific team's release cycle from 3 weeks to 3 days.</li> </ul>	

Senior Scrum Master	August 2020 - March 2021
Nuix North America, Inc.	Conshohocken, PA
<ul style="list-style-type: none"> <li>○ Facilitated daily Scrums, sprint planning, reviews, retrospectives, backlog refinements along with SAFe PI plannings to monitor health and focus effort for two engineering teams.</li> <li>○ Used work in progress (WIP) limits to improve a team's flow and collaboration delivering business value 15% faster quarter over quarter.</li> <li>○ Successfully migrated a scaled enterprise to Jira Align increasing executive transparency.</li> </ul>	

Scrum Master	January 2020 - June 2020
Dell Technologies	Chesterbrook, PA
<ul style="list-style-type: none"> <li>○ Servant leader of two software engineering teams providing executive level reporting on OKRs, capacity planning, project burn-down, team velocity, and release delivery.</li> <li>○ Initiated retrospectives to inspect, adapt, and streamline production issues, lessening planned project interruptions by 20%.</li> <li>○ Grew the agile skills and mindset of team members through proven coaching techniques.</li> </ul>	

Scrum Master	February 2018 - January 2020
Comcast Corporation	Philadelphia, PA
<ul style="list-style-type: none"> <li>○ Scrum Master for five software engineering teams collaborating with business stakeholders, management, and product owners to deliver on an agreed upon roadmap.</li> <li>○ Launched an integration with MoviesAnywhere that attracted 50,000 customers within the first month of operation and involved collaboration with fellow Fortune 500 company Walt Disney.</li> <li>○ Ensured a safe environment, energizing team members, leading to continuous improvement.</li> </ul>	

## Certifications

- Certified Scrum Master (CSM)
- Professional Scrum Master I and II (PSM I and PSM II)
- Professional Scrum with Kanban (PSK I)
- Certified SAFe® 5 DevOps Practitioner (SDP)
- Scaled Professional Scrum (SPS)
- Professional Agile Leadership - Evidence Based Management (PAL-EBM)
- Project Management Professional (PMP)

## Education

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| ○ Master of Science, Information Systems             | Drexel University  |
| ○ Bachelor of Arts, Communication                    | LaSalle University |
| ○ Associate of Science, Computer Information Science | Coleman University |