**Ryan Young, CSM, PMP, MSIS, SDP, 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, SAFe Practitioner, and Project Management Professional with a master's in Information Systems, bachelor's in Communication, and associate’s in Computer Information 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**

*Project Management* *Software Engineering* *Administrative*

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| --- | --- | --- | --- |
| * Agile * Scrum * Kanban * SAFe * Jira * Confluence * Structure * Jira Align * Waterfall | * AWS * GitHub/Bitbucket * CI/CD * TDD * Automation * eCommerce * CMS * ServiceNow * Slack | * Microsoft Office 365 * Project * Excel * PowerPoint * Teams * SharePoint * Outlook * Visio | * Google * Workspace * Gmail * Drive * Sheets * Docs * Forms * Slides * Scripts * Analytics |

**Employment History**

Senior Scrum Master August 2020 - March 2021

Nuix - Conshohocken, PA

* Facilitated daily scrum meetings, sprint planning, demos, groomings, retrospectives, and PI planning meetings to monitor health and focus effort for multiple scrum teams.
* Provided leadership reporting on the teams’ progress, removing blockers, managing dependencies, and mitigating risk to ensure initiatives are met.
* 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.

**Certifications**

* Certified Scrum Master (CSM)
* Project Management Professional (PMP)
* Certified SAFe® 5 DevOps Practitioner (SDP)

**Education**

* Master of Science, Information Systems - Drexel University
* Bachelor of Arts, Communication - LaSalle University
* Associate of Science, Computer Information Science - Coleman University