**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 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**

*Project Management* *Software Engineering* *Administrative*

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

**Employment History**

Scrum Master January 2020 - Present

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 owners 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 including one offshore team (in India) that after six months 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 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 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 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.
* Documented all aspects of project organization, managed client expectations, and delivered weekly status reports with Excel and Confluence.

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.
* Daily communication with global client product owners who were employed by multi-million dollar brands using tools like Zendesk, ServiceNow, Slack, and G-Suite.

**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