

CARL BENBOW, MBA, SPC, RTE, LPM, ACP, PMP, EVMP, LSSMBB

Mobile 410-804-8642 • cbenbow@synergisticagility.com
9550 John Locke Way, Owings Mills, MD 21117

Owner of Synergistic Agility LLC

Agile Coach ~ Portfolio Management ~ Program Management ~ Business Development

Dedicated and skilled business professional with a versatile management support skill-set developed through experience as an Agile Coach, Healthcare Consultant, and Project Manager. Possesses exceptional written communication skills. A servant leader with an appreciation and understanding of strong business acumen and ethics; demonstrated strong management skills and facilitated multiple initiatives in a deadline-driven environment. Core Competencies include:

SCALED AGILE FRAMEWORK
LEAN SIX SIGMA
SYSTEM THINKING
CHANGE MANAGEMENT

SAFE TRAINER
VALUE STREAM MAPPING
DECISION SUPPORT
LEAN PORTFOLIO
MANAGEMENT

AGILE COACHING
SERVANT LEADERSHIP
IT PROJECT MANAGEMENT
EARNED VALUE MANAGEMENT

CAREER HIGHLIGHTS

- ✓ Scaled Agile Silver Transformation Partner
- ✓ Master's in Business Administration with over 13 years of work experience.
- ✓ SAFe® 5 Program Consultant certification from the Scaled Agile Incorporated.
- ✓ SAFe® 5 Release Train Engineer from the Scaled Agile Incorporated.
- ✓ SAFe® 5 Lean Portfolio Manager from the Scaled Agile Incorporated.
- ✓ Agile Certified Practitioner from the Project Management Institute.
- ✓ Project Management Professional certification from the Project Management Institute.
- ✓ Earned Value Management Professional certification from the Earned Value Management Institute.
- ✓ Lean Six Sigma Master Black Belt certification from Villanova University.
- ✓ Successfully trained and certified over 600 agile practitioners in the Scaled Agile Framework
- ✓ Courses trained: Lean Portfolio Management, Release Train Engineer, SAFe for Teams, Leading SAFe, Product Owner Product Manager, Scrum Master, and Advanced Scrum Master.
- ✓ Led SAFe transformation for the Centers for Medicare and Medicaid (CMS).
- ✓ Conducted Value Stream Workshops for government clients top identify Value Streams and ARTs
- ✓ Partner with ALM Works (Structure for Atlassian Jira).
- ✓ Designed a SharePoint feature that automated the CMMI model team monthly data load requirements process after conducting value stream mapping sessions, reducing total lead time by 80%.
- ✓ Assisted in the development and implementation of the learning program for small physician provider (SPP) for the International Classification of Disease (ICD-10) initiative for Centers for Medicare and Medicaid (CMS) and facilitated the update of the CMS claim systems: Medicare Administrative Contractors (MACs), Fee For Service Shared System and BCRC.
- ✓ MBA from Norwich University and obtained 4.0 on a 4.0 scale.

EMPLOYMENT HISTORY

Capital One Financial Corporation • November 2020–March 2021

Enterprise Agile Coach

- Planned and facilitated Value Stream Mapping to reorganize the Agile Release Trains for Capital One to support their technology teams' independent delivery.
- Coached Portfolio management team on implementing Lean-Agile and System-thinking principles at the Portfolio level for business agility.

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- Assisted in the implementation of Portfolio Sync meetings and helped establish guardrails.
- Provided mentoring to portfolio staff and helped improve the collaboration of the senior leadership team.

Synergistic Agility LLC • September 2017–Present *Owner*

- Successfully trained and certified industry and government clients in the Scaled Agile Framework methodology with a 98% pass rate.
- Created custom training plans for clients that aligned with their implementation roadmap
- Courses trained: Lean Portfolio Management, Release Train Engineer, Leading SAFe, POPM, Scrum Master, Advanced Scrum Master, and SAFe for Government
- Implemented SAFe configurations (Portfolio SAFe, and Essential SAFe) for clients.
- Implemented Lean Portfolio Management construct in the government environment to link mission strategy to the value stream execution.
- Successfully led large-scale Agile transformation in the government sector as an Enterprise Agile Coach.
- Conducted in-depth workshops (Business Agility, Value Stream/ART Identification, Lean Portfolio Management, and ART Launch).
- Configured Jira's structure to align with the enterprise and SAFe constructs.
- Structured confluence to align with SAFe hierarchy in addition to integrating with Jira.
- Customized Jira dashboards to align with clients' reporting requirements.

JASINT Consulting and Technologies LLC • September 2018–June 2019 *Agile Coach*

- Successfully helped JASINT achieve Capability Maturity Model Integration (CMMI-DEV) Level 2 by standardizing their Agile practices.
- Served as an Agile Coach on the Innovative GEOINT Application Provider Program (IGAPP) project to develop applications for the Intelligence Community and the Department of Defense.
- Coached the team in the scrum process and removed impediments.
- Leveraged burn up and burn down charts to track the program increment and iteration progress, respectively.
- Configured Jira scrum boards and confluence, in addition to creating program and team level dashboards.

Noblis: Federal Civilian Services • February 2014–January 2020 *Enterprise Agile Coach*

Office of Information Technology (OIT) Infrastructure User Support Group (IUSG)

- Led IUSG's Agile transformation as an Enterprise Agile Coach.
- Implemented Objective Key Results (OKR) program for the IUSG and was an OKR coach.
- Standardized confluence structure and design template for the agency.
- Trained and certified over 500 agile practitioners.
- Establish value stream by conducting value stream mapping workshops and organize vendors into ARTs.
- Managed and optimized program level flow using Kanban boards and Jira dashboard.
- Successfully prepared, launched, and executed ARTs for the IUSG.

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- Established and communicated program and iteration calendars for several ARTs in preparation for ART launches.
- Conducted readiness assessment before PI planning to identify and correct gaps.
- Collected and aggregated Team PI Objectives and published on confluence for greater transparency.
- Provided coaching guidance in Agile, Scrum, and SAFe to government clients and their contractors.
- Mentored new Scaled Agilist at Noblis and created an environment of trust and encouragement.

Office of Information Technology's (OIT) Enterprise Systems Solutions Group (ESSG)

- Provided Agile coaching to support the Scaled Agile Transformation implementation of the Shared Services 2.0 by helping the Office of Information Technology implement/improve Agile development approaches.
- Reorganized the Shared Service program to a portfolio SAFe configuration to enable Shared Service 2.0 program to scale and manage Shared Service candidates.
- Successfully served as a trusted advisor to the ESSG director.
- Structured Jira to match the Portfolio SAFe configuration, which enabled the Shared Service 2.0 program to scale its programs under one project.
- Configured Jira Kanban boards and scrum boards to align with SAFe constructs.
- Created custom Jira dashboards to align with the government client's reporting requirements.
- Created Jira workflows, which included Jira tagging nomenclatures and process flow to enable a repeatable process.
- Created Jira user guides that described the Shared Service 2.0 Jira user workflows and provided Jira training to OIT.
- Created Shared Service Jira Training Learning series to help OIT clients learn Jira.

Centers for Medicare and Medicaid Innovation (CMMI) support for CMS

- Provided programmatic support to the Policy and Program Group's Division of Portfolio Management and Strategy.
- Oversaw a team of program leaders who managed several Change Control Boards (CCB) (Reusable Framework CCB, Salesforce CCB, and Collaboration Platform CCB) that successfully increased the execution's efficiency and effectiveness of these programs.

Enterprise Data Services Group (EDSG) Master Data Management (MDM) support for CMS

- Provided support with coordinating existing and new MDM stakeholders to develop new change requests, onboard requests, or concepts for stakeholder's operations or systems to leverage the MDM shared service.
- Supported CMMI/CM with their alignment scheduling and facilitated information sharing so that the individual Alternative Payment Models can improve and streamline the timing of their processes to create and submit alignment files.
- Conducted value stream mapping sessions to improve the alignment schedule process, resulting in a reduction in total lead time by 80%.
- Designed a SharePoint feature that automated the CMMI model team monthly data load requirements process.

ICD-10 Implementation Project Management Organization (PMO) support for (CMS):

- Provided program management guidance to the infrastructure activities associated with the CMS ICD-10 transition for the following program areas: Medicare Plan Payment Group, Provider Compliance Group, Benefits Coordination & Recovery Center, and Medicare Fee-For-Service.

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- Developed implementation plans with milestones, timetables, audit trails, and evaluation procedures for the CMS ICD-10 program.
- Provided expert analysis and evaluation of work processes and policies, management practices, and work operations, taking into full consideration complex legislative, programmatic, and management issues and problems for the ICD-project.

ICD-10 Implementation Small Physician Practice (SPP) Readiness for CMS:

- Successfully contributed to the development of site visit protocols and provided direct technical assistance to various SPP during on-site visits.
- Provided project support, including the efforts to assess the readiness of Small Physician Practices relative to the CMS timelines and goals, provided expert feedback and recommendations on project documentation, and developed the training modules used for on-site visits.
- Identified and analyzed issues, problems, and challenges facing Small Physician Practices; formulated and evaluated choices for resolving them; drew conclusions based on relevant facts; and recommend solutions to organizational leadership.

University of Maryland Medical Center: Radiation Oncology • November 2010 – February 2014 *Office Manager*

- Conceptualized, designed, and initiated the framework for protocol screening system for research that qualifies patients
- Created and implemented new office procedures and practices, thereby improving efficiency, productivity, and reducing cost by 20%.
- Provided administrative oversight, prepared correspondence, specialized documents, and reports.
- Spearheaded as a Scrum Master continuous improvement projects using lean and agile methodologies that led to creating a chart tracker database for medical records achieving 82 % efficiency.
- Managed front office project development of newly acquired radiation oncology facility at Upper Chesapeake Hospital.

University of Maryland Medical Center: Cancer Center Stoler Pavilion • April 2009 – November 2010 *Senior Professional Billing Coordinator and Financial Counselor*

- Managed, oversaw, and monitored the revenue cycle process within the medical center to ensure timely and accurate submission of claims to maximize revenue and minimize bad debts.
- Assisted and counseled patients on various policies and medical procedures, including billing issues.
- Maintained and timely updated coding manuals, including UMMS coding guidelines.
- Co-worked with the IT team and devised a system to track missing documentation, incorrect data, and pending signatures that reduced charge lag by 60%.

EDUCATION

Bachelors of the Arts in Healthcare Administration • Stonehill College • Massachusetts • 2006

Master of Business Administration • Norwich University • Vermont • 2013

Master Certifications: Lean Six Sigma, and Lean Enterprise Solutions • Villanova University • Pennsylvania • 2015

PROFESSIONAL AFFILIATION

- Scaled Agile Silver Transformation Partner

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- Health Information and Management Systems Society
- Delta Mu Delta International Honor Society in Business
- Project Management Institute
- American Society for Quality

TRAINING

- SAFe Program Consultant, Blue Agility
- Lean Portfolio Management, Scaled Agile Inc
- Lean Six Sigma Master Black Belt, Villanova University
- Essentials of Government Contracting, Villanova University
- Lean Six Sigma Black Belt, Villanova University
- Essentials of Project Management, Villanova University
- Earned Value Management, Earned Value Management Institute
- Agile Certified Practitioner, Project Management Institute

CERTIFICATIONS

- SAFe® 5 Program Consultant
- SAFe® 5 Release Train Engineer
- SAFe® 5 Lean Portfolio Manager
- Agile Certified Practitioner (ACP)
- Project Management Professional (PMP)
- Earned Value Management Professional (EVMP)
- Lean Six Sigma Master Black Belt (LSSMBB)

SKILLS

• Strong Analytical Skills • Interpersonal & Relationship Building Skills • Leadership Skills • Decision-Making & Analytical Skills • Multitasking Skills • Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint, and SharePoint) • Minitab • Expert skills in written and verbal communication

REFERENCE AVAILABLE ON REQUEST