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Summary

Highly skilled, experienced, and certified agile coach, Kanban coach, release train engineer, and scrum master with a successful track record transforming organizations and leading teams to deliver enterprise platform, product, and service solutions.

- Over 15 years of experience in delivering enterprise product and service solutions for IBM, Dell, AMD, HP, and 3M
- Leadership: Received IBM's One Team Award, awarded annually to only 1 in 2,000 IBM employees
- ICAgile Certified Professional Agile Coach (ICP-ACC)
- Certified SAFe® Program Consultant (SPC)
- Certified SAFe® Release Train Engineer (RTE)
- Certified Kanban Coaching Professional (KCP)
- Certified Kanban Management Professional (KMP)
- Certified SAFe® Scrum Master (SSM)
- Certified Scrum Master (CSM®)
- IBQMI Certified Kanban Coach® (CKC®)
- Proficient in SAFe / Scaled Agile Framework, Lean and Kanban
- Former PMP® Certified Project Management Professional
- Project Management Master's Certificate from George Washington University School of Business and Public Management

Managed enterprise programs, including:

- Financial technology product feature releases at Finastra
- Platform and product software development of high-volume hyperscale telematics solutions for CCC Information Service
- Department of Public Safety software development product releases for 3M
- Business Intelligence and Enterprise Data Warehouse solutions for HP
- Financial, Managerial Accounting, and Supply Chain Management solutions for AMD
- Financial & Order Management Systems integration for Dell
- Contact center deployments for IBM
- Enterprise Server Environments for IBM
- Virtual Private Network solutions for IBM its business partners

Experience



Lead Program Manager / Senior Scrum Master

Malauzai, a Finastra company

Jul 2020 - Present (2 years +)

- Coaching agile teams of software developers and testers associated with delivering financial technology solutions and services.
- Coaching and training lean agile practices, including scrum, Kanban, XP, within a SAFe® / Scaled Agile Framework environment.

- Managing and planning releases of software features and services.
- Facilitating at the program and team levels; system demos, Agile Release Train syncs, Product Owner Syncs, team standups, backlog refinement, sprint and release planning, demos, and retrospectives.
- Working with product management, architecture and development teams to prioritize product features and user stories into roadmap release plans via story and feature mapping.
- Producing actionable agile and lean delivery metrics of flow to improve predictability.
- Performing Monte Carlo forecasting analysis of delivery cycle times, improving delivery predictability, reducing risk, and decreasing time spent estimating.
- Managing risks and issues.
- Identifying and recommending improvements in processes.
- Communicating and reporting to executive stakeholders.



Senior Scrum Master at Malauzai / Finastra

Randstad Technologies US

Sep 2019 - Jul 2020 (11 months)

- Managing agile teams of software developers and testers associated with delivering financial technology solutions and services at Malauzai Software, a Finastra company.
- Managing and planning releases of software deployments.
- Coaching teams in agile and lean methods within a SAFe® / Scaled Agile Framework environment.
- Facilitating standups, backlog refinement, sprint and release planning, demos, and retrospectives.
- Working with product management, architecture & development teams to prioritize product features and user stories into roadmap release plans via story and feature mapping.
- Producing actionable agile and lean delivery metrics for quality, performance and schedule.
- Performing Monte Carlo forecasting analysis of delivery cycle times, improving delivery predictability, reducing risk, and decreasing time spent estimating.
- Managing risks and issues.
- Identifying and recommending improvements in processes.
- Communicating and reporting to executive stakeholders.



Senior Scrum Master at Charles Schwab

Wipro

Sep 2018 - Apr 2019 (8 months)

- Managing scrum and Kanban teams of software developers and testers associated with delivering financial market data solutions and services at Charles Schwab.
- Managing and planning releases of software deployments.
- Coaching teams in agile and lean methods.
- Facilitating standups, backlog grooming, sprint and release planning, demos, and retrospectives.
- Working with product management, architecture & development teams to prioritize product features and user stories into roadmap release plans via story and feature mapping.
- Producing actionable agile and lean delivery metrics for quality, performance and schedule.
- Performing Monte Carlo forecasting analysis of delivery cycle times, improving delivery predictability, reducing risk, and decreasing time spent estimating.
- Managing risks and issues.
- Identifying and recommending improvements in processes.
- Communicating and reporting to executive stakeholders.



Senior Project Manager / Scrum Master at Visa

Jun 2017 - Jun 2018 (1 year 1 month)

- Managed software development programs and projects associated with delivering enterprise payment gateways.
- Led 3 feature teams of software developers and quality analysts.
- Coached teams in agile and lean practices.
- Facilitated standups, backlog refinement, sprint and release planning, demos, and retrospectives.
- Worked with product management, architecture & development teams to prioritize product features and user stories into roadmap release plans via story and feature mapping.
- Produced actionable agile and lean delivery metrics for quality, performance and schedule.
- Performed Monte Carlo forecasting analysis of delivery cycle times, improving delivery predictability, reducing risk, and decreasing time spent estimating.
- Managed risks and issues. Coaching teams on the Cynefin framework to navigate complexity and uncertainty.
- Identified and recommended improvements in processes.
- Communicated and reported to executive stakeholders.



Senior Project Manager / Agile & Lean Coach

CCC Intelligent Solutions

Feb 2016 - Mar 2017 (1 year 2 months)

- Managed software architecture and development program of an enterprise product suite of applications and application services.
- Implemented agile and lean Kanban framework methodologies in a platform and product-based software development environment.
- Managed configuration and deployment of TargetProcess, an enterprise product portfolio and software application life cycle work management application, supporting Agile / Scrum and Lean / Kanban methodologies.
- Worked with Product Management, platform & development teams to prioritize product features and user stories into roadmap release plans via story mapping.
- Planned and coordinated releases.
- Managed risks and issues.
- Produced delivery metrics for quality, performance and schedule.
- Performed Monte Carlo analysis of delivery cycle times to improve forecasting, processes, and reduce risk.
- Identified, researched, drafted, and implemented improvements in processes.
- Served as an agile and lean coach to teams.
- Communicated and reported to executive stakeholders.



Senior Project Manager / Scrum Master

TEKsystems

Jun 2015 - Aug 2015 (3 months)

Worked for TEKsystems at Charles Schwab.

- Served as agile coach and Scrum Master for multiple teams.
- Managed software development projects associated with SaaS / Software as a Service product suite for financial investment portfolio management.
- Introduced and applied agile framework of methodologies in a software development environment.
- Worked with Product Owners to prioritize user stories into release plans.
- Planned and managed project sprints and releases.
- Coordinated project dependencies, risks, and issues

- Facilitated Scrum meetings for program of projects.
- Identified, drafted, and implemented improvements in processes.

Senior Project Manager / Scrum Master

Drillinginfo

Apr 2014 - May 2015 (1 year 2 months)

- Managed software development program of a product suite of business intelligence and analytic applications for the oil and gas industry.
- Applied agile framework methodologies in a product-based software development environment
- Worked with Product Owners to prioritize user stories into release plans.
- Planned and coordinated product releases using SAFe Program Increment planning events.
- Coordinated cross-team program dependencies and risks.
- Identified, researched, drafted, and implemented improvements in processes.
- Served as agile coach to teams.

Senior IT Program / Project Manager / Scrum Master with 3M

Sep 2012 - Feb 2014 (1 year 6 months)

- Managed program of projects delivering Motor Vehicle Public Safety software product releases at 3M.
- Consulted with teams to build and implement new product management and release management processes into 3M's Motor Vehicle Software Services Research and Development Organization.
- Implemented Agile Project Management processes to facilitate new product development & process improvement initiatives.
- Served as Scrum Master and agile coach to software development teams.

IT Program / Project Manager - Global Business Intelligence with Hewlett Packard

KPIT

May 2012 - Sep 2012 (5 months)

- Managed a program of Global Business Intelligence and Enterprise Data Warehouse projects for Hewlett Packard's Global Business Intelligence organization.
- Enabled global release deployment for Hewlett Packard's sales, marketing, supply chain, and finance organizations.
- SDLC-Based, End-to-End Project Lifecycle Management
- Reporting status of projects to executive-level stakeholders
- Technical Scope of Program's Projects: ETL / Extract Transform Load critical business intelligence data from ERP and CRM repositories into a consolidated EDW / Enterprise Data Warehouse solution supporting the global business intelligence objectives of Hewlett Packard's sales, marketing, supply chain, and finance organizations.

Senior IT Program / Project Manager

AMD

Feb 2010 - Jan 2012 (2 years)

- Managed the global SAP ERP Funds & Campaign Management program.
- Directed program and project development & business teams delivering the global implementation of SAP ERP functionality, improving budget planning and management within the sales and marketing organizations.

- Managed the Supply Chain Product Data Management project.
- Coordinated the global deployment of an eMatrix and Camstar solution enabling a fully paperless / electronic method for managing BOM / Bill of Materials parts and testing.
- Managed the Supply Chain REACH Project.
- Delivered an eMatrix database and Portal solution enabling AMD and its vendors to manage component material substance compliance with Europe's REACH environmental regulations.

IT Program / Project Manager with AMD

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Jun 2009 - Feb 2010 (9 months)

- Managed the global SAP ERP Funds & Campaign Management program.
- Directed project development & business teams delivering applications to improve sales and marketing budget planning and management.
- Was hired directly by AMD in February 2010.

Founder

Atomisonic Ltd. Co.

Sep 2007 - Jan 2010 (2 years 5 months)

- Founded business to develop audio electronics product.
- Managed projects associated with product management, design, development, testing, and production.
- Developed & managed vendor and supplier relationships.
- Developed investor relationships.
- Product was completed and produced.

Senior Project Manager

Dell Technologies

Jul 2006 - Sep 2007 (1 year 3 months)

- Managed the Alienware Titanium Account project, planning and delivering the consumer financial integration of Dell Financial Services with Alienware, a PC supplier acquired by Dell.
- Directed project engagement and delivery teams comprised of multiple sub-project managers, business and technical teams, totaling over 150 team members.
- Led business transformation effort to re-engineer business and technical processes necessary for integration of Dell Financial Services and Alienware.
- Transformed processes associated with online and offline consumer sales, credit approval, order authorization, order fulfillment, marketing, risk management, fraud, legal, accounting, finance, reporting, and customer service.
- Managed engagement project to obtain and document stakeholder requirements and develop technical infrastructure designs.
- Delivered large-scale production, development, and testing environment solutions.
- Integrated Dell's proprietary Consumer Financial Management System with Alienware's CRM solution, Microsoft Dynamics NAV (formerly NaVision).
- Deployed Computer Telephony Integration solutions for Dell Financial Services and Alienware Contact Centers in North and Central America.
- The project solution increased the amount and quality of customer data to be considered credit decisions, reducing the risk associate with credit approvals.

- This increased the quantity and frequency of credit approvals for Alienware sales channels, resulting in significantly increased sales revenue.
- Received Award and Commendations:
- Dell Financial Services Business Technology Management Team Award for successful deployment of the Alienware-DFS project.
- Received executive commendations from Dell Financial Services and Alienware.

Program Manager

IBM

Jan 2005 - Jul 2006 (1 year 7 months)

- Managed business intelligence projects for IBM's pSeries Customer Support organization, which facilitated support of business performance management, planning, and decision-making.
- Led business transformation effort to build new project team of cross-organizational data, metric, and business analysts.
- Performed business process re-engineering to increase productivity of team by identifying and reducing redundant and unnecessary metric reporting.
- Delivered balanced scorecard reports, providing technical support delivery managers and executives with performance measurements.
- Built central information repository, supplying software and hardware service planners with metric reports and business trend analysis, to better support decision-making.
- Assembled project plans, cost studies and business presentations on benefits of implementing Orthogonal Problem Classification, a means of capturing solution data from technical support specialists to reduce support time and costs, to improve product and service quality, and increase customer satisfaction.
- Led metric reporting efforts to perform quality assurance of technical support process.
- Studies captured data throughout the support work flow, data essential to support and release management.

Solutions Project Manager - Customer Relationship Management Account Team

IBM

Jan 2001 - Dec 2004 (4 years)

- Managed project engagement and delivery teams comprised of multiple sub-project managers and technical teams.
- Delivered large-scale CRM production and development environment solutions.
- Siebel CRM computer telephony integration of IBM contact centers in North America and Europe.
- Increased productivity of thousands of contact center agents including 15% reduction in time required per call.
- Citrix Enterprise environment to IBM Field Sales Services in North America.
- Improved response time and performance for over 5,000 mobile IBM Field Sales representatives using dial-up or poor WAN connectivity to access IBM's CRM Environment.
- Nortel Virtual Private Network for IBM Marketing and five business partner companies.
- Provided secure data access to IBM's CRM environment for over 300 business partner agents to generate and document marketing leads for IBM.
- CRM Pre-Production environment to test data loads and migrations of future CRM production releases.
- Reduced labor cost and implementation time associated with CRM releases, as Pre-Production development work could continue on this secondary environment when the primary environment was unavailable.

- Received Awards and Commendations:
- IBM's One Team Award for exceptional project leadership, awarded to only 1 in 2,000 IBM employees.
- IBM's Pulling Together Award for successful project management of teams from multiple organizations within IBM.
- Received commendation letters from CRM Solutions Delivery Vice President and Director.

Telecommunications Project Manager / Regional Account Manager Global Voice Infrastructure

IBM

Jan 2000 - Dec 2000 (1 year)

- Managed project and support teams providing telephony service and delivery to 18 IBM sites.
- Supported telephony services for over ten thousand IBM employees.
- Managed large projects involving installations and migrations of PBX switches, voicemail and mobility systems.
- Managed project which delivered telephony PBX, ACD, Voicemail, and Mobility Systems to 1,200 users at IBM's Downtown Chicago Plaza.
- Led multiple IBM and vendor project teams to plan and implement complex telephony solutions.
- Designed systems integration plans for call center consolidation efforts to increase performance at reduced costs.
- Coordinated major site moves with site real estate and facilities organizations.

Telecommunications Project Manager & Team Lead

IBM

Apr 1997 - Dec 1999 (2 years 9 months)

- Managed Telephony Team administering telephony systems for the IBM Austin AIX Contact Center.
- Directed technical team in providing responsive end user support.
- Performed as center focal point for vendor support, including Lucent, AT&T, SWB, and VoiceRite.
- Planned and coordinated multiple, successful, service enhancing upgrade projects.
- Designed and implemented multiple site virtual queues for Business Critical teams.
- Designed and implemented multiple skills routing among teams, increasing agent efficiency and reducing customer hold time.
- Created Integrated Voice Response application providing agents with access to internal help desk support teams.
- Created performance monitor of our contact center's business critical telephony systems, including trunk group functionality, with alarm notification.
- Constructed a private network to employ Lucent's Best Services Routing.

Center Duty Manager & Team Lead

CSC

May 1995 - Mar 1997 (1 year 11 months)

Contracted through CSC, worked for IBM.

- Managed team of critical situation managers at IBM's AIX Support Line Services.
- Resolved customer critical situations and complaints.
- This included organizing regular communication with customers to prevent circumstances leading to critical situations.
- Coordinated technical support resources to facilitate problem resolution.

- Established new center processes, enhancing support delivery and increasing customer satisfaction.
- Customer satisfaction increased from 85% to over 95% due to the processes I designed and implemented.
- Designed web application to track support call flow between teams.
- The metrics it generated indicated areas for improvement and processes requiring refinement (for example, to avoid “orphaning” a support call when transferring between Level 2 and Level 3 teams), resulting in improved customer response times.

Education



The University of Texas at Austin

Bachelors of Science with Honors in Communication, Film Production

1990 - 1992



McLennan Community College

Associate in Applied Science with Honors, Music Composition and Arranging

1987 - 1990

Licenses & Certifications



PMP® Certified Project Management Professional - Project Management Institute

Issued Mar 2005 - Expires Feb 2019

219644



Certified ScrumMaster CSM - Scrum Alliance

Issued Jul 2014 - Expires May 2024

343208



ICP-ACC Certified Professional - Agile Coaching - ICAgile

80-15818-47cff3cf-d097-49da-bfb9-0da990fb5445



Certified SAFe® Scrum Master - Scaled Agile Framework Certification Training

Issued Nov 2019 - Expires May 2023

60048470-4316



SAFe® Program Consultant (SPC) - Scaled Agile, Inc.

Issued May 2020 - Expires May 2023

85139470-3203



Kanban Management Professional (KMP) - Kanban University



Certified Kanban Coach (IBQMI-CKC) - International Business and Quality Management Institute

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 **Kanban Coaching Professional** - Kanban University

 **SAFe® Release Train Engineer (RTE)** - Scaled Agile, Inc.

Issued Feb 2022 - Expires May 2023

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Skills

Program Management • SDLC • Integration • Project Management • PMP • Business Intelligence
• Business Process Improvement • Requirements Analysis • Software Project Management • Agile Methodologies