**Titus Gregory Shawa**

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**Professional Summary**

An Agile Professional with over 2 years’ experience with 3 years as a Certified Scrum Master, Teaching and Coaching my teams in iterative and incremental product delivery. Adept at creating a psychologically safe environment for teams to thrive and produce the best quality solutions to customer’s needs. Experienced with supporting cross-functional product teams to maximize business value by driving adoption of Agile values, mindset and principles, helping Product Owners to develop an effective and well prioritized product backlog and enabling organizations to achieve the full benefits of enterprise agility. My Expertise includes:

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**Skills**

* Scrum and Kanban implementation in Product management and Product delivery.
* Scheduling and Facilitating meetings to help teams collaborate and brainstorm.
* Presentation and Communication- creating meaningful presentation to convey status and reports

**Work History**

**Scrum Master/ Systems Analyst** 11/2018 to Current

**Charles Schwab** – Austin, TX/CA

**Scrum Master 2020** - Present

Guide Scrum Teams in the enhancement of mobile apps and websites using a lean-Agile mindset. Help Product Managers and Software Developers to effectively fulfill the product vision, and to a more predictable delivery. Help the development team to make their work transparent enabling business leaders to make informed decision.

* Schedule and facilitate value-driven scrum ceremonies (daily stand-ups, product backlogs refinement, sprint planning, sprint reviews and retrospective meetings).
* Coach the product owner to write effective, easy to understand user stories with the INVEST technique, product backlog prioritization and refinement.
* Acts as an Agile Coach, promoting and coaching the Agile mindset and principles, empowering the team to become self-managing and fulfill their cross-functional potential.
* Encourage teams to adopt engineering best practices Like XP, test automation, TDD, CI/CD to help improve code quality and minimize re-work.
* Customize JIRA workflows and swim lanes enabling users to be able to view prioritized product backlog items from highest to lowest priority.
* Track and radiate team level metrics such as burn-down charts, sprint health and velocity to both teams and senior management to continuous drive empirical process improvement.
* Help teams defined and documented their ways of working and hence enabling solid understanding of scrum roles and the need for role distinction, Definition of Ready & Definition of Done.
* Mentor and coach teams on creation and maintenance of scrum team artifacts; product backlog, sprint backlog and definition of done to enhance shared agreement of product increment
* Proactively communicate issues and risks with the Leadership Team, also bringing to surface anti-patterns that impede enterprise agility.
* Evaluated and adopted new technologies to address changing technical needs.
* Maintained and administered computer networks and environments, including computer hardware, software, and applications.
* Performed system analysis, documentation, testing, implementation, and user support for platform transitions.
* Organized system infrastructure documentation and operating procedures, strengthening controls and enhancing overall performance.
* Provided client support on system operation and troubleshooting.
* Monitored tasks of employees to assess information processing and performance to gauge business functions and inefficiencies.
* Developed team communications and information for team meetings.
* Maximized information sharing by optimizing interface linking different computer systems.
* Trained end-users in best practices to minimize errors and protect key data.
* Defined application problems by consulting with clients to evaluate procedures and processes.

**Technical Support Analyst** 09/2015 to 11/2018

**Ascension Information Technologies** – Austin, TX

* Received training and certification from Compass to represent brand, explain technical functions of mobile devices, and guide product selection by customers.
* Demonstrated strengths in rapidly diagnosing, troubleshooting, and resolving client issues.
* Praised for communicating effectively with both technical and nontechnical users.
* Provided technical support to customers on specific products over telephone and through email.
* Leveraged knowledge base to assist with resolution of issues.
* Diagnosed, identified, isolates and analyzed problems by running database queries and tracking metrics.

**Team Lead** 07/2015 to 11/2015

**City of Austin** – Austin, TX

* Assigned daily employee tasks and monitored activity and completion.
* Managed schedules, accepted time off requests, and found coverage for short shifts.
* Minimized resource and time losses by addressing employee or production issue directly and implementing timely solutions.
* Consulted regularly with internal customers on application development project status, new project proposals, and software-related technical issues.
* Documented counts and sorted finished work to promote easy access for shipping or additional processing.
* Provided excellent customer service.

**Systems Analyst** 03/2013 to 06/2013

**Robert Harris International** – Indiana, IN

* Performed system analysis, documentation, testing, implementation, and user support for platform transitions.
* Established specifications and coordinated production with software programmers.
* Resolved or escalated problem tickets to resolve user issues.
* Accessed, defined, and documented scope of projects.
* Monitored tasks of employees to access information processing and performance to gauge business functions and inefficiencies.
* Supervised 20 Cashiers in providing excellent customer service to callers requiring assistance for Windows 7 deployment and technical issues.

**System Support Technician** 10/2009 to 03/2013

**Self Employed** – New York, NY

* Collaborated with vendors to locate replacement components and resolve advanced problems.
* Explained technical information in clear terms to non-technical individuals to promote better understanding.
* Retained existing clients and developed six new accounts by extending high quality and efficient support service.
* Documented all transactions and support interactions in system for future reference and addition to knowledge base.
* Configured hardware, devices and software to set up workstations for employees.

**Comcast** – New Haven, CT 07/2006 to 08/2008

* Worked with Leads to resolve Technical problems, improve operations and provide exceptional customer service
* Managed quality assurance program including on site evaluations, internal audits and customer surveys
* Installed, reconnected, added and/or changed video products in a fast-paced environment.
* Connected customers' home video entertainment equipment.
* Adhered to Comcast Safety Programs and installed products in compliance with National Electrical Code.

**Education**

**Professional Development Training and Affiliations**

 Scaled Agile Inc.

 **Certification**: ComPtia Linux +

**Linux Academy** - Online

* Member of Linux Professional Institute
* Received Linus System Administrator
* Major in Linux
* Linux Professional Institute Member

**System Certified Expert**: Dell Certified Expert Desktop and Laptops

**Dell Certifications** - Online

*Certifications*: ComPita A Plus Certified, Network Plus and Dell Certified Expert Desktop and Laptop

*Platforms:* Windows, Unix, Linux, Mac OS X, iOS, Android
*Networking*: LANs / WANs / TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Cisco Routers & Switches, Firewalls, Cisco IOS, Active Directory Domain Controllers
*Hardware*: iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors
*Applications*: Microsoft Dynamics NAV, Norton / McAfee Antivirus, Symantec Backup Exec, Symantec Ghos

**Certification**: ComPtia Certification

**ToDays 'Tech** - Wallingford, CT

* Majored in System Administration
* Awarded ComPtia A+ and Network + Certification
* Completed coursework in ComPtia A+ and Network +

**Associate of Science**: Computer Network Opeartions

**Gibbs College - Norwalk** - Norwalk, CT

* Graduated with 3.9 GPA
* Awarded Deans List
* Majored in Computer Network Operations
* Majored in Routing and Switching
* Minored in web design