**Ernest Nji**

**Senior Scrum Master/Agile Coach** [**LinkedIn URL**](https://www.linkedin.com/in/ernest-a-nji-647927212/)

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**CORE COMPETENCIES**

* Collaborative Skills – Ability to work with cross-functional teams and have the maturity to interact directly with senior executives across departments, as well as lead teams for the implementation of strategic initiatives.
* Leadership and Relationship Building – Strong relationship building skills and ability to respect and interact with team members from different cultural backgrounds.
* Problem Solving – Skilled in identifying and analyzing problems; weighing relevance and accuracy of information; generating and evaluating alternative solutions and making recommendations.
* Communication and Presentation – Excellent written and verbal communication skills with the ability to interact at all levels of the organization. Skilled in companywide presentations.
* Analytical & Decision Making – Able to quickly analyze situations and think of the best possible options before making decisions to achieve profitable results. Good at prioritizing while managing multiple tasks and maintaining focus on major objectives to boost productivity.

**EXPERIENCE SUMMARY**

I am a pragmatic and result driven servant leader with a focus on building strong cross functional teams and customer centric products. Enthusiastic to face challenges with dedicated individuals that thirst to find solutions to complex problems. I am a recognized leader and scrum coach with 6 years of experience challenging project teams to streamline their approach to deliver more value and functionality for a greater return on investment and customer satisfaction. I have used measurable metrics to track progress of engineering teams which led to an increase in value delivery from 60 to 90%. I streamlined backlog refinement which reduced scope creep from 60% to 20% and saved time used in sprint planning by about 60%. Strong consensus building and negotiating skills, driving influence through cross organizational relationships. Effective communicator, able to gain consensus and champion change across the organization by identifying improvement areas for a more effective and efficient process. Efficient in working with offshore teams, co-located and distributed teams, motivating them which leads to increase in value delivery to the business. Successfully led initiative to transition from traditional project management methodologies to Agile through the Forming, Storming, Norming, Performing and adjourning processes. This led to an increase in the team’s output and greater value delivery to the customer. Proficient in Jira, Confluence, Miro, Azure DevOps tools. I have continuously delivered value to businesses using frameworks such as SAFe, Scrum, Lean and Kanban depending on the complexities of the projects. Developed a quarterly planning model named Integrated Quarterly Planning (IQP) which increased alignment on releases between business stakeholders and engineering teams from 40% to 90% and as well increased collaboration and alignment between engineering teams with regard to cross team dependencies and risk from 40% to 80% leading to increase in value delivered to the company and a massive ROI.

* Software Development Life Cycle (SDLC)
* Jira/Confluence/Azure DevOps/Miro
* Team mentoring/Empowerment/coaching
* Strategic planning and attention to details
* Continuous improvement
* Agile transformation
* Roadmaps

**SKILLS**

* Agile frameworks (Scrum, SAFe, Kanban, Lean)
* Leadership
* Conflict resolution
* Communication and good listening power
* Requirements gathering & analysis
* Presentation skills

**PROFESSIONAL EXPERIENCE**

**Flexport Inc. Remote**

**Senior Scrum Coach 02/2022 – 01/2023**

* **Worked closely with PMs and EMs to implement effective backlog refinement which helped to reduce scope creep from 60% - 20% and saved time used in sprint planning by about 60%**
* **Worked with the agile team to develop a model for quarterly planning called the IQP (Integrated Quarterly Planning). This helped to increase stakeholders’ alignment with the teams on releases from 40% to 90%. It also increased collaboration and alignment between engineering teams on cross team dependencies and risk from 40% to 80%.**
* **Worked closely with TPMs PMs and EMs in an SoS to manage dependencies and deliver key initiatives. This helped to improve performance, assure quality, track deadlines and deliver results.**
* **Improved JIRA usage at the team level to give tickets more context and transparency as well as better visibility to leadership. This enhanced focus on project goals.**
* **Introduced metrics for tracking work at the initiative, quarterly and team levels. This increased value delivery from 60% to 90%. It also gave visibility to leadership and helped with predictability for the delivery of key initiatives. This enabled the business to establish good SLAs with its customers.**

**Inspired Options Maryland**

**Scrum Master 7/2019 – 11/2021**

* **Participated in launching the first ART for a major initiative and facilitated the PI event. Collaborated with PMs to create program artifacts and release plans. This helped in synchronization which allowed multiple solution perspectives to be understood, resolved and integrated.**
* **Helped the organization to define and establish a measurable metrics to help track progress of agile development teams and this led to an increase in value delivery from 50% to 90%.**
* **Coached team to be self-organized and to work as fully focused, committed, transparent, generalized specialists. This let to greater motivation among team members and fostered more effective, transparent and cohesive teams and also enabled outcomes.**
* **Tracked and effectively communicated team velocity and sprint /release progress to all. Measured team’s delivery, performance and maturity and reviewed the metrics with the team to identify improvement areas. With this, the teams were able to build better processes, create development roadmaps and set expectations with stakeholders.**
* **Updated Agile tracking system to provide transparency on product development and product backlog. Also ensured the team has a healthy product and sprint backlog in collaboration with the PO and BA. This kept the team up to date with expectations and workflow and also increased teams work efficiency.**

**Southeast Mortgage** **Georgia**

**Scrum Master 05/2018 – 06/2019**

**• Built engaged and effective teams by coaching and mentoring teams on Agile Principles, quality deliverables**

**and self-organization leading to higher value delivered to the business**

**• Implemented Agile techniques like User Stories, TDD, Continuous Integration, Continuous**

**testing, pairing, automated testing and agile games. This led to better code quality and flexibility.**

**• Introduced estimation techniques that helped teams to gain and maintain a steady velocity leading to**

**Completion of work committed to in the sprint and increase in teams efficiency.**

**• Focused on developing a trusted and collaborative team environment where problems can be raised without**

**fear of being judged. This led to honest feedback and increased action items during retrospective sessions**

**which helped to improve processes and subsequent sprints.**

• Led multiple Scrum teams to ensure that the Scrum framework is used as intended. Fostered Agile best

practices and facilitated scrum events while motivating and shielding teams from external distractions. This led to greater

motivation and commitment from the teams.

**Precision Georgia**

**Associate Scrum Master 07/2017-03/2018**

* **Successfully led initiative to transition from Waterfall to Agile through the Forming, Storming, Norming, Performing and adjourning processes. This led to an increase product quality and increase customer satisfaction.**
* **Removed team impediments daily, while also protecting the team from interruptions and distractions, to maximize productivity. This helped to keep teams focused and motivated leading to increase alignment, better product quality and higher customer satisfaction.**
* **Worked closely with the product owner and coordinated product backlog refinement and story point estimations which led to consistent increase in team velocity by an average of 12% and an achievement of meeting deadlines. Hidden complexities and dependencies were better understood and mitigated.**
* **Increased development team participation in daily scrum from 75% to 100% by coaching individual team members and working with the entire team to develop and radiate a list of daily scrum norms. This helped with transparency and visibility over the progress of the sprint.**

**Rare Tea United Kingdom**

**Business Analyst 05/2016 - 04/2017**

* Participated in data requirement sessions. Documented and updated these requirements to meet project needs.
* Assisted with end user testing responsibilities and tasks, with direction from senior management ensuring product quality and customer satisfaction.

**M.T.N**

**Jr. Project Manager 03/2012 - 09/2015**

• Evaluated project performance and provided guidance for improvement

• Identified plans and resources required to meet project goals and objectives by setting realistic timelines and checkpoints

• Achieved project deadlines by coordinating with contractors to manage performance

• Modified and directed project plans to meet organizational needs

**EDUCATION CERTIFICATIONS**

Bachelor’s Degree. Certified Scrum Master (CSM), SAFe