**NDIP TIH TAH NDANG**



(651) 235-6349 ♦ ndiptndang@gmail.com

PROFESSIONAL SUMMARY

A selfless, motivated, innovative, resourceful, and dynamic Agile Scrum Master with over 4 years plus experience in onshore and/ or offshore coordination with extensive knowledge implementing Agile approach, processes and procedures to achieve continuous delivery. I'm a servant leader who facilitates Scrum process, removing impediments and empowering teams to collaborate, self-organize and grow cross-functionally. Skilled in tailoring the best Agile methods and eliminating wastes to maximize customers' business value while focusing on desired outcomes to exceed customers' expectations.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | SKILLS | |  |  | |  |  |
|  |  |  |  |  | |  |  |
| **Methodologies** | |  |  | **Tools** | | |  |  |  |
| • Agile-Scrum | |  |  | • JIRA/Confluence | | |  |  |  |
| • Agile-Kanban | |  |  | • SharePoint | | |  |  |  |
| • Waterfall | |  |  | • MS Office | | |  |  |  |
| • SAFe | |  |  | • MS Project | | |  |  |  |
| • Extreme Programming (XP) | |  |  | • MS Excel | | |  |  |  |
|  | **Soft Skill** |  |  | **Technical** | | |  |  |  |
| • Communication | |  |  | • Oracle 11g, 12C | | |  |  |  |
| • Collaboration | |  |  | • SQL | | |  |  |  |
| • Conflict Resolution | |  |  | **Hard Skills** | | |  |  |  |
| • Interpersonal Skills | |  |  | • Servant Leadership | | |  |  |  |
| • Time Management | |  |  | • Agile Coaching | | |  |  |  |
| • Detail-oriented | |  |  | • Meeting Facilitation | | |  |  |  |
|  |  |  |  | • Agile Planning | | |  |  |  |
|  |  |  |  | • Budgeting | | |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  | WORK HISTORY | | | |  | |  |  |
| **Scrum Master** | |  | |  |
|  |  |  |  |  |  |  |  |
| **Prudential Insurance** – Plymouth, MN | |  |  |  |  | 2018 – Present | | |  |

* Coordinate & facilitate product chartering, story mapping, sprint/release planning meetings, daily stand-ups, sprint reviews, retrospectives, & sprint demos.
* Work closely with the Release Train Engineer for the ART in coordinating dependencies between various scrum teams.
* Attend PI planning workshops and facilitated system demo, inspect & adapt workshops for future PIs & Release Management meetings.
* Facilitate and coordinate a mix of teams in the US and offshore & also transitioning of projects from Waterfall to Agile.
* Drive improvement in continuous integration (CI) & continuous delivery (CD).
* Knowledge of test-driven development (TDD) & behavior-driven development (BDD).
* Ensure teams are effectively executing stories against the highest value priorities.
* Enable development team to meet sprint goals by helping in removing impediments within 24 hours.
* Provide visibility into spring goal by maintaining backlog, burn-down charts, velocity analysis, establish & track productivity and efficiency metrics.
* Coach & foster team in the adoption of Agile tools and practices.

|  |  |
| --- | --- |
| **Scrum Master** |  |
| **Alliance Bank** – Cochrane, WI | 2017 - 2018 |

* Analyzed sprint metrics and retrospective feedback to drive continuous improvement.
* Facilitated all sprint ceremonies, including backlog grooming, spring planning, daily stand-ups, sprint reviews & retrospectives.
* Resolved conflicts as they arise & remove all blockers & impediments by actively addressing issues so team can remain focused on achieving the sprint goal & provided hands-on mentorship when needed.
* Facilitated transparency by providing regular updates to all stakeholders regarding team progress, release readiness, ongoing risks & escalations using appropriate communication channels.
* Mentor, coach & guide the team towards better process health by empowering team to become self-organized & adhere to Agile best practices & principles.
* Worked in improving team productivity by providing tools/metrics to maximize ROI, assisted with resource planning & provided coaching on effective team interactions.

|  |  |
| --- | --- |
| **Business Analyst** |  |
| **Cameroon Development Cooperation** – Limbe, Cameroon | 2015 - 2016 |

* Defined business requirements, reporting them back to stakeholders.
* Prioritized initiatives based on business needs & requirements.
* Managing projects, developing project plans, monitoring performance.
* Effectively communicate insights plans to cross-functional team members.
* Execute budgeting, reporting & forecasting of business.
* Performed detail business analysis, outlining problems.

EDUCATION

**Bachelor of Science**:2015 **University of Buea** - Cameroon

CERTIFICATIONS

Certified Scrum Master (CSM) & Leading SAFe 4 Agilist (SA)