

SUMMARY

I am a tactful change agent with **12+ years** of IT experience and a passion for coaching organizations in optimizing value delivery and culturally transforming to gain a competitive advantage for the digital age.

- Significant Agile, Scrum, and Kanban experience, including training, coaching, mentoring, and building great teams.
- Vast experience leading large, complex Agile framework implementations tailored to organizational maturity levels.
- Proven change agent for organizational alignment to Agile principles and values and continuous improvement culture.

PROFESSIONAL HISTORY

OPTUM

JAN 2020 - PRESENT

Agile Coach

- Providing training sessions with development teams and product partners in an array of topics ranging from product strategy to backlog management.
- Fostering continuous improvement culture at all levels by changing view of metrics that matter most and utilizing them as positive opportunities instead of negative failures which encourages transparency and builds trust.
- Partnering closely with Scrum Masters, Product Owners, and Development team members to be more effective in their roles by setting up communities of practice and/or guilds based on skillset, role, and technology.
- Actively involved in creating a plan for leadership support that includes communication methods, content, frequency, and organizational impediment backlog.
- Fostering increased accountability and focus on customer-centricity by reducing layers between development teams and customers and actively incorporating direct feedback into future sprints.

COTIVITI

AUG 2019 - JAN 2020

Lead Scrum Master / Agile Coach

- Through servant-leadership, helped scrum teams progress toward team goals and enabled them to self-organize, self-manage, and deliver quality software via effective Lean-Agile practices.
- Supported and enforced Scrum processes and principles and other rules that teams agreed upon.
- Assisted with coordination among teams and communicated with management and outside stakeholders as needed. Helped protect teams from uncontrolled expansion of work.
- Led facilitation of team efforts in relentless improvement and helped foster the culture of technical discipline and craftsmanship that is the hallmark of effective Agile teams.
- Supported the Product Owners in their efforts to manage the backlog and guide the team while facilitating a healthy team dynamic with respect to priorities and scope.

THOMSON REUTERS

AUG 2018 - AUG 2019

Lead Scrum Master / Agile Coach

- Actively mentored and coached through instilling fundamental Agile values and principles that guide decision-making and subsequent action plans to drive continuous improvement.
- Built trust and team accountability through socratic questioning and seizing opportunities through intrinsic motivators.
- Coached Product Owners and architects to be more effective in their roles.
- Demonstrated to product and technology the benefits of communication and transparency through empirical data and continuous delivery of customer value.
- Implemented process improvements at program and organizational levels to eliminate redundancies and increase overall productivity.

UNITEDHEALTH GROUP

JUL 2015 - AUG 2018

Lead Scrum Master

- Actively addressed impediments beyond the team's authority or that required external support so that the team remained focused on achieving iteration objectives.
- Focused on ever-improving team dynamics and performance. Helped teams manage interpersonal conflicts, challenges, and opportunities for growth.
- Oversaw the implementation and utilization of DevOps tools and techniques that focused on improved version control, automated and integrated builds/deployments, and end-to-end testing automation.
- Mentored other Scrum Masters in overcoming common challenges through continuous team and organizational improvement techniques.

DELTA AIR LINES

NOV 2014 - APR 2015

Senior Business Analyst

- Collaborated with multiple cross-functional teams to understand and document the current state business rules to be implemented in the future Merchandizing solution.
- Held several knowledge transfer interviews with key SME's, resulting in a comprehensive understanding and subsequently documented both functional/non-functional requirements and interactions between internal IT systems.
- Prepared numerous deliverables including Requirements Specifications, Gap Analysis, Traceability, UAT Test Plan, and various data sourcing documents to bridge the gap between Business and IT.
- Participated in detailed training seminars, working closely with the third-party vendor to gain a better understanding of the Merchandising Solution, gaining further insight into the flexibility and customization options available for products in Delta's catalog.
- Coordinated with QA/Test Data teams from all Delta channels of service and participated in backend/front-end manual testing to verify system functionality met true business intent.

EXPRESS SCRIPTS

FEB 2013 - SEP 2014

Senior Business Analyst

- Facilitated Joint Application Requirements/Design (JAR/JAD) sessions and created BA Workplans, Use Cases, Stakeholder Matrices, Requirements Specifications Documents, Requirements Traceability Matrices, to facilitate requirements from key stakeholders and SME's alike.
- Assisted Project Team members in identifying key stakeholders and creating viable plans for project target
- Actively participated and engaged appropriate resources in Design, Development, and Test Case discussions in order to keep quality and meet designated
- Strictly adhered to the custom Waterfall methodology specific to company guidelines and escalated immediately with a proactive approach rather than a reactive

BCS INSURANCE

FEB 2011 - FEB 2013

Senior Business Analyst

- Modified and used Project Templates to gather the requirements and carry on the
- Facilitated the requirement gathering work sessions with stakeholders, SME's and Business owners to understand and incorporate the potential requirements in the
- Coordinated with the project team for JAD and BRD
- Performed QA Analysis and coordinated System testing, Regression testing and UAT for several claim types and test
- Compared and validated 5010 system test results with 4010 results for the same test
- Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, information needs and insured that critical requirements were not
- Coordinated activities between business units and technical staff and developed new methods, policies, and procedures to meet business
- Analyzed and translated business requirements into system specifications utilizing UML and RUP
- Prepared Functional Design Specifications (FDS) employing Use case scenarios, sequence diagrams, DFDs and class
- Identified and clearly defined functional issues and supported IT development staff throughout the design, development, unit testing, and implementation phases of the software development life cycle.
- Documented the Requirement Traceability Matrix for tracing the Test Cases and
- Documented and assisted the QA Team with the Test
- Developed Data Conversion Strategy using ETL functions for converting data from the existing site to the new
- Assisted Project Manager to complete the project approval

CHG HEALTHCARE SERVICES

JUN 2009 - FEB 2011

Senior Business Analyst

- Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders.
- Conducted user interviews and documented business and functional requirements.
- Performed Requirement Analysis and developed Use Cases, Activity Diagrams using Rational Rose.
- Completed the gap analysis/mapping of 4010 X12 EDI 837I to 5020 X12 EDI. Contributed to implementation of 4010 to 5010 transition in accordance with HIPAA standards.
- Created High-Level Design document for the new process, integrated with legacy and Facets.
- Involved in creating business processes and modeling diagrams using Rational Unified Process (RUP).
- Well-versed in Agile methodology with associated frameworks
- Created Use Case scenarios and documented workflow and business process using Rational Rose.
- Involved in project management using MS Project.

EAGLE INSURANCE

IT Business Analyst

JAN 2008 - JUN 2009

- Obtained business requirements from business users and stakeholders using JAD sessions, brainstorming sessions, focus groups and personal interviews to get a better understanding of the client's business process.
- Worked with the business to document and develop formulas for the calculation of premiums and losses statistics in the marts (eg. Written Premium, Earned Premium, Unearned Premium)
- Elicited, documented, modeled, validated and prioritized functional and non-functional requirements using interviews, data analysis, and different modeling tools.
- Actively involved in preparing and writing the business requirement documents, functional requirement documents and data mapping documentation.
- Performed in-depth data analysis identifying data issues in legacy system and worked with business to develop resolutions to those issues.
- Used MS Project for status reporting and planning.
- Utilized MS Visio for designing Use Case Diagrams, Activity Diagrams and Sequence Diagrams, after accessing the status and scope of the project and understanding the business processes.
- Analyzed the as-is and to-be state of the project and performed Gap analysis, Impact analysis and SWOT analysis.
- Created data mapping documents for the movement of data from production databases to the warehouse and from the warehouse to the policy and claims marts.
- Used the guidelines and artifacts of the SCRUM methodology for project implementation and development.
- Assisted System Architects and Quality Assurance Analysts in creation of various tests.
- Assured that all artifacts are in compliance with corporate SDLC policies and guidelines.
- Assisted in deletion of defects and bugs, in order to meet specific requirements and deadlines for successful execution of the project.
- Worked as an SME for identifying the scope of End-to-End testing with different teams
- Coordinated UAT of the product with Business Users

WELLPOINT

JAN 2007 - JAN 2008

IT Business Analyst

- Conducted System Analysis & Design along with the Business Continuity and Crises Management.
- Authored blueprint of all Functional Requirement Specifications (FRS) and Business Level Specifications (BLS) including job profiles using UML with department collaboration and sequencing diagrams.
- Conducted JAD sessions with distributed teams and authored Use Cases and Use Case diagrams.
- Captured business requirements using Rational Rose methodology
- Prepared Data Flow Diagrams (DFDs) and Sequence diagrams.
- Utilized UML notations to document activity, deployment and workflow diagrams in Visio.
- Conducted User Acceptance Testing (UAT).
- Suggested recommendations for integrated systems and Business Process optimization, by eliminating redundancies and reducing cycle time.

TOP SKILLS

- **Agile Frameworks** - Scrum, Kanban, Lean, Extreme Programming, FDD, LeSS, Nexus, SAFe, Crystal, DA, DSDM
- **Product Development** - A/B Testing, Backlog Management, MVP/MMP, UX/UI, Product Strategy, Story Mapping
- **DevOps** - Acceptance TDD, Automated Testing, BDD, Configuration as Code, CI/CD, Feature Toggles, Real-time metrics
- **Organizational Change Leadership** - Communication Strategies, Change Models, Organizational Design

EDUCATION

WESTERN
GOVERNORS
UNIVERSITY
2017 - 2019

Master of Business Administration (MBA), Information Technology Management

- Performance Award in Capstone Business Simulation for top-ten percentile ranking of all-time, demonstrating teamwork and leadership, execution of strategic and tactical decisions, and positioning company for long-term success.

METROPOLITAN
STATE UNIVERSITY
2013 - 2014

Bachelor of Science (BS), Computer Science

- One of four students nominated to represent university in Innovation Summit competition for local Fortune 500 company.