

Mark Schmitz

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SUMMARY

Certified Product Owner/Scrum Master with 3+ years of analyst experience in various settings. Highly analytical, self-starter, and with exceptional organizational, relational, communication and leadership skills. An experienced, results-oriented leader, with ability to adapt in new environments. Will serve as trusted advisor to senior management, provide insight and align customer needs and requirements with appropriate technology solutions to achieve goals and objectives, and build successful teams.

CERTIFICATIONS

Certified SAFe 4 Product Owner/Product Manager (POPM) Scaled Agile

Agile Bootcamp Coaching Cohort (12 months coaching cohort), The Agile Coach Institute, 2018

SKILLS

- Core Skills: Agile Team Facilitation, Scrum and Kanban, Requirement Analysis, and Project Management
- Exceptional skills in gathering, analyzing, and translating business requirements into functional specifications that are used to design and implement business solutions.
- Agile ceremony Facilitation: Stand-Up, Sprint Planning, Sprint Grooming, Sprint Reflection
- MRA Data Warehouse (Proprietary Code)
- SQL, Python, MongoDB, Epic
- Operating Systems: Windows 98/XP/Vista/7/10, Mac OS
- Excel, Word, Outlook, PowerPoint
- Methodologies: Scrum/Agile, Waterfall
- Expertise: Agile Principles, Communication, Project Management, Iteration/Sprint Planning Meetings, Tasking Meetings/ Retrospectives, Relative Estimation, Story-Based Development, Conflict Resolution,
- Business Analysis, User Stories,
- Strong facilitation skills in organizing working agreement among team members, managing project timeline, budget, and resources.

EXPERIENCE

CrowdDoing

Project Lead/Scrum Master, April 2020-Present

Project: Nature Counter

Working in a hybrid role as Scrum Master and Project Lead for a mobile application that syncs up time spent in nature with studied health benefits. Lead meetings and provide ongoing troubleshooting and guidance to various teams on the project.

- Lead multiple weekly Zoom meetings with development team, UI/UX team, research team, and marketing team
- Worked with project management tools including Trello, Gitlab, Github and Slack
- Trained new team members on Agile methodologies for project management
- Helped to facilitate university partnerships in collaboration with the App
- Helped in design and facilitation user interviews regarding the App
- Helped facilitate product demos in collaboration with design team and marketing team
- Maintained product backlog and created user stories for all teams involved in the project
- Helped with onboarding of ~5 new volunteers per week
- Lead meetings ranging from 10-40 attendees

Arch Talents

Scrum Master/Lead Analyst, June 2019 –March 2020

Client: Hungry Media LLC

Oversaw two teams building a web application in the restaurant industry. Provided a systematized approach on the backend in regard to a platform for website creation. The goal of the platform was to help restaurants that did not have the infrastructure for their own IT department to create an online presence.

- Led daily Scrum meetings with development team to track impediments to hit sprint goal
- Facilitated story estimation sessions and backlog grooming sessions with the team
- Fostered team members to reach their potential by bringing transparency, accountability, collaboration and continuous improvement
- Shared, learned, collaborated with team members and manager to develop strategies, improve execution, and ideas that drive great team results and success
- Educated and reinforce scrum methodology and agile mindset to team members and key stakeholders
- Facilitated Sprint planning meetings to prioritize user stories in accordance to roadmap defined by Product Owner
- Tracked and managed product backlog, burndown metrics, and velocity
- Worked with Product owner to define acceptance criteria for the user story
- Prioritized business and systems problems and conducted Risk and Impact analysis with the executive members
- Facilitated Agile 101 training session for remote teams
- Mediated conflict resolution session for 2 remote teams
- Acted as a liaison to educate technical teams about the business and functional requirement of clients
- Created templates, forums and interview documents by working with the development and the executive team
- `Gathered business and functional requirements through interviewing stakeholders

Agile Business Analyst, September 2018 - June 2019

Client: Beam Data

- Coordinated with client management and project team to identify and meet project objectives
- Monitored and presented project status and risks using established metrics
- Assisted on multiple projects using project management methodologies
- Held close communication with subject matter experts (SME) to gather functional requirements
- Worked with product manager to create detail wireframes for the website pages using VISIO and Snagit
- Created Functional and Non-functional requirement documentation
- Gathered business and functional requirements through interviewing stakeholders
- Worked closely with the development team to clarify functionality; facilitated in resolving impediments and providing feedback
- Analyzed, collected and prepared user requirements, definitions, scope and expectations for deliverable plans
- Defined business processes, identified gaps, evaluated requirements and change requests, managed scope and transferred knowledge

Biotronic/NuVasive

Program Lead (Regional Travel Lead) Western United States

January 2018 – May 2020

Accepted role for regional travel lead covering cases primarily in Pacific Northwest as well as cases in Utah and California. This role entails maintaining contracts with difficult accounts, obtaining and maintaining credentials at an extensive number of hospitals across the west coast and logging expense reports in the range of \$10,000 per month. In addition, retained full scope of Neurophysiologist duties as listed below.

Neurophysiologist Analyst Oregon

March 2015 –January2018

Work as a neurophysiologist (surgical analyst), collecting, interpreting, and communicating real-time data in operating room. Roles include liaison to neurosurgeon, maintenance of medical records database, and facilitation and implementation of new surgical equipment to streamline surgical cases and increase revenue for Nuvasive.

- Facilitate monitoring for 700+ neurosurgical cases and maintained complete documentation for patient medical records
- Interpret and communicate data to neurosurgeon during critical surgical stages
- Assist oversight Physician in the real-time interpretation of surgical data
- Develop, troubleshoot, and maintain massive data warehouse and train users on experience with data warehouse
- Provide ongoing support to team members for maintaining documentation standards and compiling, uploading, and submitting data to Medical Record Database
- Leverage effective communication and facilitation skills to satisfy customer needs (Hospital, Neurosurgeon, Patient)through regular communication and meetings
- Develop strategic services, implementation, and solutions for new surgical equipment
- Driver of change and innovation in operations by actively removing team obstacles and communicating effectively and concisely in the operating room
- Effectively train and implement and new hardware to streamline surgical procedure and add additional revenue stream for Nuvasive
- Effectively trained 8 staff members in team procedures and onboarding processeswhile maintaining consistent volume of surgical cases
- Perform 4-8 cases on a weekly basis: oversee full surgery and perform documentation standards outside of the operating room
- Analyze and collaborate with surgeon, research team and education department on a regular basis to increase efficiency and patient safety of surgical outcomes

EDUCATION

University of Wisconsin-Milwaukee

Bachelor's Degree – Degree completed.