

## ERNEST E ATEM

(206) 413 - 0366 | [ernnymoore@gmail.com](mailto:ernnymoore@gmail.com) | [www.linkedin.com/in/ErnestAtem](http://www.linkedin.com/in/ErnestAtem)

### CAREER OBJECTIVE

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Value-driven Certified Scrum Master with over 5 years of experience in coaching and leading Agile teams in a timely and incremental delivery of value. I have experience and passion for excellence in Scrum Mastery and removal of impediments, strong facilitation skills in leading the daily scrum, planning meetings, reviews, and retrospectives. Proven ability to build constructive relationships and drive towards alignment and clarity with a variety of stakeholders. Excellent organizational, analytical, written, and verbal communication skills. Ability to manage and execute multiple projects simultaneously. Proven ability to partner with PO to keep the product backlog healthy according to DEEP & INVEST criteria.

### SKILLS

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**Soft Skills:** Scrum Values & Principles, Coaching/Mentoring, Conflict Resolution, Team Empowerment, Backlog Refinement/Grooming, Scaled Agile Framework (SAFe), SDLC, User Story, Sprint Planning, Sprint Review, Sprint Retrospective, Scrum Metrics

**Tools:** Word, Excel, PowerPoint, Outlook, Azure DevOps, JIRA, Zoom, Miro Confluence, Microsoft Teams, SharePoint, WebEx, Skype

### PROFESSIONAL EXPERIENCE

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#### Scrum Master

#### Rocket Mortgage, Phoenix AZ

August 2020 – Present

- Organizing and facilitating sprint planning, daily stand-up, sprint reviews, retrospectives, product backlog refinement and ensuring there's full team engagement.
- Establish cross functional collaborative, supporting environment that led to an increase in high quality value delivered to our customers from 60% to 90%.
- Assisted with multi-site Scale Agile Framework (SAFe) quick start and Release train launches.
- Coaching teams on making appropriate commitments through story selection, sizing, task definition by proactively participating in developing and maintaining team standards, tools, and agile/scrum best practices.
- Promoting and empowering a self-organizing team by shielding the team as necessary to establish a trusting and safe environment for raising problems, defining solutions, and committing to milestone deliveries.
- Monitoring the pulse and moral of the teams, influencing the team spirit and creating excitement around the deliverable.
- Tracked the team's progress (burn down, velocity, and release forecast) and present reports for the upper management.
- Participated in scrum of scrum to share team celebration items and come up with suggestions to improve team's quality work.

**Scrum Master****Target, Dallas TX****Sep 2016 – August 2020**

- Facilitated daily scrum meetings, Backlog refinement, sprint planning, sprint review, and sprint retrospective.
- Proactively helped the team identify and resolve impediments and shields team from interruptions on daily basis during the Sprint.
- Supported and coached the product owner, especially on grooming and maintaining the backlog, resulting in better sprint planning meetings, effective user story sizing and a 35% increase in commitment/reliability statistic.
- Uses agile project management tools to track team adoption and adherence to procedures and best practices.
- Responsible to remove blockers, identify and mitigate risks and issues within the iteration/prod release
- Improved quality of subsequent iterations by holding retrospective meetings and incorporating lessons learned, suggested process changes and feedback from previous iterations
- Make sure task boards were being updated to ensure transparency and effective communication.

**Project Manager****3R Technology, Seattle WA****May 2015 – June 2016**

- Supervised multiple projects from project start through delivery by prioritizing needs and delegating assignments.
- Gathered, analyzed, translated, and delivered information in clear, concise, and meaningful formats based on specific project/program requirements and according to established project management standards.
- Created and maintained project schedules by managing timelines and making proactive adjustments.
- Oversaw on-boarding and mentorship, planned, and executed meetings and developed project documentation.
- Offered data-driven recommendations aligned with overall company strategies and prioritized process improvement initiatives.
- Promoted project success and team member safety by coordinating proactive and thorough training programs.

**EDUCATION AND CERTIFICATE**

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**Certified Scrum Master****BSc Management Information Systems**