# Rick Clemens, ICP-FDO, PMI-ACP, PMP

## Agile Coach and Project Manager

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## **Summary**

Senior level Agile Coach and DevOps Consultant adept at forming and leading diverse technology teams. My projects include custom software development and deployment efforts, as well as large IT infrastructure projects including a private cloud development environment, enterprise server platforms, and data center builds and migrations.
I work with business clients to align technology solutions with strategic business goals driving process improvements, competitive advantage, and bottom-line gains.

An excellent communicator with the technical and business acumen to work effectively with client executives and their business teams. Expert in Agile and Waterfall Project Management methods. Able to assemble and lead large project teams known for high quality deliverables that meet or exceed schedule and budget requirements.

**Core Competencies:**

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| * Full Life Cycle Project Management
* Program Management
* Strategic Planning & Analysis
* Systems Launch / Implementation
* Continuous Integration
* Continuous Delivery
 | * Scrum / Agile Methodology
* Lean Planning & Management
* Release Planning & Management
* Client Relationship Management
* Vendor Management
* Risk Assessment & Management
 | * Resource Management
* User Acceptance Testing (UAT)
* Reporting / Data Analysis
* User Training & Support
* Quality Assurance & Testing
* SDLC
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## **Experience**

**[Project Manager / Product Owner / Agile/DevOps Coach](https://www.linkedin.com/search/results/all/?keywords=Living%20Bridge%20Design&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BgTHf%2Fr9HRbWBRp0bTY2q8Q%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

[White River Technology Consultants - June 2019 – Present](https://www.linkedin.com/search/results/all/?keywords=Living%20Bridge%20Design&lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BgTHf%2Fr9HRbWBRp0bTY2q8Q%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)

* Helping our customers respond to market demand quickly and confidently by delivering software features and updates through an automated, modular, well encapsulated, and loosely coupled development and deployment architecture.
* Agile and DevOps coaching and mentoring on development, continuous integration, and deployment practices.
* Public cloud infrastructure and migration services.

**Enterprise Agile / DevOps Coach**

Experis IT – October 2018 – June 2019

* Helped create the curriculum, plan, and implement a DevOps Dojo coaching model to help teams rapidly improve performance and value delivery.
* Provided agile coaching, mentoring, and training to seven agile development teams in six-week immersive learning Dojo events using 2.5-day iterations.
* Conducted value stream mapping for all teams resulting in reduced waste, cycle time, and lead time.
* Assisted the coaching team on the creation of agile workshops on best practices/techniques to improve flow of work, quality improvements, and value delivery, e.g., Scrum, Kanban, Agile Basics, Product Owner, Team Working Agreements, Backlog and Story Management, and Empowered Teams.

**Agile Release Manager / Scrum Master**

Reinsurance Group of America – April 2016 – May 2017

* Provided leadership and coaching for two agile development teams and managed software releases to UAT and production environments for the Actuarial and Underwriting Solutions groups.
* Responsible for forward planning of Actuarial Solutions Viper program annual release cycles across program development increments.
* Defined and documented Agile release planning and implementation process, including the integration of release planning with roadmap and feature planning, for Actuarial Solutions Technology team.
* Managed weekly Actuarial Solutions Viper program software releases to QA, UAT environments.
* Managed quarterly Actuarial Solutions Viper program software releases to Production environments.
* Improved production release schedule performance by over 33% and reduced escaped defects to production by over 50%.
* Key player in defining and implementing an Agile framework for Actuarial Solutions Viper Program including Roadmap, Feature, Release, Backlog, Program Increment, and Sprint planning.

**Scrum Master**

Scottrade – April 2015 – April 2016

* Led a twelve-person System Team on a Scaled Agile (SAFe) Program.
* Assisted Product Management Team and the Agile Release Train, (ART), with Roadmap, Feature Backlog, and Program Increment planning.
* Responsible for building out required development infrastructure, system integration, providing end to end system and performance testing, presenting system demos, and supporting the ART during software releases.
* Provided System Team backlog and workflow management, and system team velocity and cycle time reporting via Rally Agile Management tool.
* Facilitated all System Team Agile ceremonies including daily stand-ups, sprint planning and backlog grooming, and sprint reviews and retrospectives.

**Scrum Master**

Bass Pro Shops – October 2014 – January 2015

* Led development and implementation of agile processes for the BI Data Warehouse Group.
* Defined, documented, and implemented agile process for 15-person team.
* Developed Agile communication and project reporting using Sprint Burn Down charts and Cumulative Flow diagrams.

**Strategic Project Manager, Advanced**

Jack Henry and Associates – August 2012 – October 2014

* Assisted corporate services group in defining and strengthening project planning, execution, and performance monitoring processes.
* Defined and documented recommended Program Management Framework for corporate information services group.
* Coached junior members on project management.
* Worked with management and peers to define and implement agile development methods.

**Project Management Instructor**

Center for Workforce Development, OTTC – September 2008 – August 2012

* Contracted through the Center for Workforce Development to provide onsite / need-driven project management consultation and training to regional businesses.
* Assisted business managers in assessing project management needs.
* Designed and provided customized project management training based on PMI PMBOK.
* Provided beginning, intermediate, and advanced instruction on Microsoft Project.

## **Previous Projects**

**IT Infrastructure**

* Built Development, Test, UAT/DR, and Production environments for new mortgage loan processing application. Responsible for procurement and installation of over $5 million of server and storage infrastructure.
* Managed several regional teams to construct network infrastructure for eight regional server farms housing mission critical enterprise servers and network services.
* Managed $300,000 of data center network upgrades and the installation of over $20 million of Cisco routers and switches.
* Designed and deployed MPLS (Multi-Protocol Label Switching) technology to 300 branch locations, including, design and build of the "head end" located in the primary data center, as well as the access layer at all branches.
* Built development, test, user acceptance testing, and production infrastructure environments for new payment processing application and managed all UAT and Production deployments.
* Assisted in the build out and relocation of eight computer labs and two server rooms to a new building. Coordinated and scheduled internal groups and outside vendors, including cable and termination crews, the installation and testing of Cisco Ethernet floor switches, as well as server room racks, cable trays, power, and air conditioning.
* Reversed a troubled project and successfully completed design/build, configuration, and delivery of fully-scalable, self-managed virtual development platform for in-house development groups to enable developers to create, delete, and manage systems within individual and isolated virtual environments.

**Software Implementations and Upgrades**

* Led project team in planning and executing the migration of a Postgres database used to store trading information to the Oracle platform. Activities included project planning, DB and schema design, Oracle RAC installation and configuration, design and execution of extract/load procedures, and regression testing.
* Led project team in planning and executing the migration of a Postgres database used to store stock trading information to the Oracle platform. Activities included project planning, DB and schema design, Oracle RAC installation and configuration, design and execution of extract/load procedures, and regression testing.
* Conducted upgrades of two applications used for the tracking and execution of stock trades. Activities included installation and configuration of the new application versions, system testing, cut overs, and regression testing.
* Led large cross functional teams (twenty plus members) on the consolidated/merger of two loan processing systems as part of a large bank merger. Developed the Project Plans, Project Budget estimates, Risk Management Plans, and Communications Plans based on Six Sigma best practices.

## **Certifications**

**PMI Agile Certified Practitioner (PMI-ACP) - Project Management Institute**

Issued Apr 2015 - Expires Apr 2022

1803697

**Project Management Professional (PMP) - Project Management Institute**

Issued May 2004 - Expires May 2024

189543

**DevOps Foundations – ICAgile**

Issued February 2019 – No expiration

**AWS Cloud Practitioner – Amazon Web Services**

In-progress