

DEL DONIERE

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SCRUM MASTER

Empathetic agile leader equipped with demonstrated proficiency with proven experience leading teams, developing and implementing strategies, and deploying effective blueprints through professionalism and collaboration.

Empathetic Servant Leader with 5+ years of experience raising revenue and mitigating costs. Helped boost earnings from \$44.38 Billion to \$47 Billion in 1 year at Delta Air Lines. Delivered multiple products at avg. 10% under budget. Saved nearly \$4,000 per passenger in lost baggage fees.

| Interpersonal Relationship Skills | Forecasting | Motivator | Professional Facilitator | Jira | Cognitive Intelligence | FAA & TSA Regulations | Time Management Professional | Empathetic Leader | Conflict Resolution | Budgeting & Cost Control | Collaborative Decision-Making | Problem-solving Skills | Critical Thinking Skills | Analytical Skills | Team Building | Collaborative Leader

Professional History

Scrum Master | Delta Air Lines Atlanta, GA June 2018 – Present

- Worked cross-functionally with executive leadership and marketing teams to understand customer pain-points and translate those pain-points into actionable items we could fix.
- Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver by 15%.
- Coached the team to higher levels of scrum maturity at a sustainable pace helping to improve customer satisfaction by 20%.
- Continually refined and evolved agile processes for predictable and rapid on time departure resulting in hitting 95% of project deadlines.
- Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with team members resulting in a product that safely carried over 170 million passengers.
- Served as the main point of contact to drive effective communication throughout all project phases reducing costs through streamlined effective and open communication.
- Guarded team from outside distractions, removed impediments as well as resolved internal team conflicts by implementing Scrum Values.

Scrum Master | Cintas Charlotte, NC Nov. 2019 – Apr. 2020

- Assisted in defining and new product development processes and facilitated the continuous improvement of existing processes.
- Ensured that the Scrum Teams are working effectively towards efficiencies and productivity to execute on business objectives being delivered with high quality standards.
- Aided with maintaining and tracking of team progress of open improvement action items and provide guidance in order to achieve timeline objectives.
- Used burndown and velocity metrics to help deliver committed work.

Scrum Master | American Airlines Charlotte, NC Jan. 2015 – June 2018

- Tracked stories and metrics using JIRA and Rally Software.
- Ensured that 4 sprint ceremonies: Sprint Planning meetings, Daily Scrum meetings, Sprint Review and Retrospective were understood in conjunction with being correctly observed.
- Monitor and track status of iterations/releases and ensure work progress visualization on the scrum board.

Education

The University of North Carolina at Charlotte

2022

Certifications

Scrum Alliance Certified Scrum Master (CSM)

Certified Agile Leader Professional (BD-CALP)