# **Monica Akateh**

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#### **B** Profile

Accomplished servant-leader capable of delivering large-scale software and web development projects on time and on budget by effectively collaborating, facilitating, leading, and coaching multiple scrum teams. Expert at driving the adoption and enforcement of scrum rules, removing impediments, and fostering self-management. Skilled at applying expert judgment to remove impediments, keep teams focused, and deliver successfully in rapid evolving and dynamic environments

	👼 Certificates	
Cerifiec SAFe Agilist	Certified Scrum Master	• Certified SAFe 5.0 Scrum Master
	🖗 Skills	
Risk Management   Backlog Prie	oritization   Jira   Rally   Confluence	Slack   Team Leadership   Sharepoint
Salesforce   Visual Studio   Mi	crosoft Office   SAFe   Agile	
	🖻 Professional Experienc	e
<ul> <li>Collaborate with the product ov</li> <li>Track program-level metrics and</li> <li>Make sure the teams call out de</li> <li>Facilitate co-located, distributed</li> <li>Facilitate all agile ceremonies, or</li> <li>refinement and retro</li> <li>Collaborate with product owned</li> <li>Trained the teams how to use Jiii</li> <li>Use past data from completed se</li> <li>Use different techniques to emplete the documentation of done for the scrum team.</li> <li>Give a weekly metrics report to</li> <li>Support team to remove impeded</li> <li>Support with prioritization and</li> <li>Build relationships with product interaction with them</li> <li>Coach team on roles/responsib</li> <li>Foster a good working relations</li> </ul>	meetings and PI breakout sessions. wher to make sure features are ready before d manage reporting pendencies and risks as they plan d and offshore teams daily stand up, sprint planning, spring review r to plan road-map execution based on estim- ira and Rally prints to determine the team's velocity power the team to become self-organized an ormation phase f working agreements, definition of ready, an management so they can understand the tea- iments by understanding the release proces- resolution of software defects t owners and other stakeholders to facilitate ilities and expectations of the entire team	, backlog nates and capacity d mature d definition of am's growth ses

## Agile Scrum Master, United Health Group

- Facilitated all scrum ceremonies, sprint planning, daily standup, sprint demos, sprint retrospectives, and story grooming
- Applied key scrum metric (velocity) to help the team determine how much they can accomplish in a sprint
- Built relationships with the product owner and key stakeholders to improve team's interaction
- Encourage the team to help resolve impediments rather than provide solutions
- Facilitated the team on defining the definition of 'done' and the definition of 'ready'
- Coached the team in the agile best practices and values to promote transparency, adaptation, and inspection
- Coached team through estimation of user stories while ensuring every team member participates
- Helped the product owner and team during estimation of user stories, sprint backlog, and sprint goal
- Utilized Rally tool to track team's task progress, metrics, and bugs
- Acted as a servant leader for the team to help them fulfill their sprint goals in a timely manner
- Facilitated discussions and conflict resolutions within the team to create a comfortable working environment

## Scrum Master/BA, Aetna Insurance,

- Coached team through organizations transition phase
- Facilitated co-located scrum teams
- Facilitated all scrum ceremonies including stand-up, sprint planning, grooming, sprint demo and retrospective meeting
- Provided team guidance in adapting scrum practices.
- Ensured that the team followed scrum practices.
- Established a more trusted and collaborative team environment where my team can bring up problems without the fear of being blamed or judged.
- Used the burn-down/burn-up chart to monitor the team's work.
- Removed impediments in a timely manner.
- Ensured team had clarity of each user story
- Collaborated with product owner to prioritize the backlog

# 🔁 Education

#### **Bachelors of Science: Healthcare Management and Minor in Business Administration,** *Towson University*

04/2017 – 04/2019 Linthicum Heights, Maryland, United States

# 08/2013 - 05/2017