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Summary

Highly passionate Agile Coach empowering individuals to self organize so they may reach their highest potential and flourish in a highly collaborative, adaptive, Agile environment to deliver high quality products with excellent customer satisfaction. Providing practical hands-on teaching, coaching, and servant leadership using empirical proven pragmatic approaches. A catalyst for disrupting the mediocre status quo to promote a culture/mindset of continuous improvement, collaboration, experimentation, and innovation. Coaching executives/leadership/C-Suite/Scrum Masters/Product Owners/Team Members on understanding their new roles in a organizational Agile transformation.

Tools: TFS, Version One, Agile JIRA, AgileCraft/JIRA Align, Target Process, HP Application Lifecycle Management (HPQC), MS Office, Clarity, Perforce, HP Unified Functional Testing, Fieldglass, Kronos, SAP, SQL

Experience

Business Agility Transformation Coach
Fidelity Investments

Aug 2019 - Present (1 year 2 months +)
- Agile portfolio and domain coaching
- Coaching, teaching, and mentoring Agile in a non-software environment by leveraging Agile attitude, Kanban, LEAN principles, Scrum, etc with a stress on respect for individuals, customer satisfaction, and relentless continuous improvement/evolution while delivering quality, incremental work.
- Providing Agile 101, Scrum, and Kanban Training across the entire enterprise as needed
- JIRA and JIRA Align training and coaching (Strategy to Execution)
- 1:1 and team Agile Coaching and Scrum Coaching as needed
- Mobilizing an entire domain/portfolio into JIRA Align
- Training and coaching roles/responsibilities including Product Owner, Scrum Master, Team Members, and Agile leadership

Founder/ Chief Agile Officer
TruAgile Consulting

Feb 2018 - Present (2 years 8 months +)
Surveys by Deloitte and McKinsey show that more than 90% of senior executives give high priority to becoming agile, while less than 10% see their firm as currently highly agile.

Why is this?

Most adapters of Agile have established a command/control, water-downed, ineffective version of "Agile" while resorting to comfortable old ways with absolutely zero improvements. After years of attempting "Agile", they say it just doesn't work. It is not that Agile does not work, it is that Agile was incorrectly implemented, coached, and taught. If this sounds like a common problem with your Agile transformation, TruAgile is here to help! Contact us today for a free consultation.

Read more at
https://www.linkedin.com/company/truagile

Enterprise Agile Transformation Coach
Wells Fargo

May 2018 - Aug 2019 (1 year 4 months)
-Standing up and coaching 41 teams on Agile mindset, Scrum, JIRA, and providing strategic/tactical strategies to continue constant improvement each and everyday
-Creating and implementing an Agile Implementation Road Map custom tailored to particular teams based on observations
-Creating and implementing Agile workshops tailored to specific teams
-Establishing Product Owner(s) and Scrum Master(s) communication to increase transparency. Drastic increase in value provided.
-Defining Agile methodology and best practices for Wells Fargo
-Conducting a 3 day Agile Workshop with 40+ individuals on Agile mindset/culture to level set understandings of Agile & Scrum
-Empowering Product Owner and teams to collaborate while self organizing on User Stories. Results were drastic increase in stories groomed and sized in the backlog. Prior to this, there was zero communication, zero collaboration, and zero stories. Upon completion of the workshop, the team had sized/groomed 9 User Stories for Sprint 1. They completed them all.
** "More was accomplished in two days then in the previous two months"- Product Owner **
-Identifying and removing bottlenecks quickly.
-Encouraging respect, continuous improvement, inspection/adaptation, risk and experimentation.
-Coaching management and leadership to embrace Agile mindset and overcoming the fear of letting the teams self-organize and be empowered.
-Providing 1:1 coaching as needed with leaders, team members, Scrum Masters, & Product Owners

Agile Coach/Senior Scrum Master
AmerisourceBergen

Apr 2017 - May 2018 (1 year 2 months)
- Agile Coach/ Scrum Master for the largest client (2nd largest revenue generator) within the organization
- As a servant-leader, conducting all Scrum Ceremonies and coaching the team/managers when necessary on Scrum and Agile (including onshore, offshore, and different time zones)
-Effectively breaking up a large team into three small teams (with much management push back) to allow Agility and better implementation of Scrum practices
-Upon my departure, the team decided to return to one team of 10 due to many individuals leaving the team. The average velocity with a team of 10 was 44 pts when I left. When I started the average velocity for a team of 15 was 25 pts.
-Doubling velocity due to three team split and the teams ability to work more effectively
-Coaching teams in effectively breaking down stories to fit into one sprint at a time
-Lowest Production issues in over 12 months
-Internally organizing and leading a two day 'Agile Refresher' course with 30+ team members and attendees
- Initiating and continuing an honest dialogue with 20+ Scrum Masters/Project Managers about "Scrum-But" and what, we, as an organization can do to evolve & improve our Agile process
-Leading and facilitating a team of several Project Managers and Scrum Masters to eliminate waste (LEAN) within the organization

Scrum Master/ Agile Coach
Bank of America

Mar 2016 - Apr 2017 (1 year 2 months)

-Pivotal in passing CCAR 2016-2017/ Stress Testing/ Dodd-Frank
(CAQF - Commercial Asset Quality Forecast platform/ WLF- Wholesale Loss Forecasting models). This was the first time BoA had passed CCAR in the history of the bank.
-Role as a servant-leader with large teams (up to 3 teams of 10 members per team) including teams overseas
-Facilitating all Scrum ceremonies (Stand ups, Planning, Retro, Grooming, etc)
-Instrumental in migrating Scrum teams from Version One to Agile JIRA

Systems Integration Test Engineer
Deloitte

Jan 2015 - Mar 2016 (1 year 3 months)

-Going above-and-beyond; engaging directly with clients and product owners to ensure stories/requirements are met and clients are completely satisfied
-Experience in testing both in Scrum and Waterfall frameworks; reinforcing preference for Scrum and identifying Waterfall's shortcomings
-Creating several test scenarios and executing those scenarios in both Scrum and Waterfall (depending on the project)
-Engaging with developers to ensure stories/requirements are met, precise, and functional before the product is delivered to UAT & Production
-Resolving defects and other issues immediately to ensure a smooth, timely build to production
-Leading the team in discovery of defects and resolution; always completing projects far ahead of schedule
-Testing mobile apps

Specialties: JIRA, Target Process, HP Application Lifecycle Management (HPQC), Clarity, Perforce, HP Unified Functional Testing, Kronos, SQL

Scrum Master/ Business Analyst
Deloitte

May 2014 - Apr 2015 (1 year)

-Constantly seeking process improvement and simplification of Scrum (e.g. Shift Left) to guarantee a lightweight Scrum methodology
-Empowering teams to be self-organizing and communicating efficiently amongst themselves
-Liaison between the client and developers ensuring accuracy of user stories/requirements; resolving any conflicts immediately
-Assisting the team in creating user stories/requirements and acceptance criteria when needed
-Ensuring all stories/requirements captured accurately to deliver quality products and excellent client satisfaction
-Working with mobile apps

Specialties: Scrum (writing User Stories) and Waterfall (writing Requirements), JAD sessions, Target Process (necessary for Scrum), Clarity, JIRA, and Perforce.

Case Management Coordinator
Denver Human Services

Feb 2013 - May 2014 (1 year 4 months)
Determined eligibility for destitute individuals seeking government assistance. Programs included Food Assistance, Financial Assistance, and Medical Assistance.

Highly adaptable in an extremely stressful work environment.

Awarded Employee of the Month- May 2014.

English Language Tutor
Self Employed
Jan 2012 - Sep 2012 (9 months)
Assisting individuals in language and conversation skills. This included several internet based lessons along with face-to-face conversational lessons.

Solar Panel Technician/ Warehouse Manager
Positive Energy
Nov 2010 - Apr 2011 (6 months)
Installation of solar panels throughout Southern New Mexico area.

Solely in charge of reorganization and maintenance of the entire warehouse of Positive Energy.

Meter Maintenance Technician
Chicago Parking Meters (LAZ)
May 2009 - Nov 2010 (1 year 7 months)
Maintenance and installation of all Chicago Parking Meters during transition from Public to Private Sector.

On-site troubleshooting of malfunctioning parking meters under extremely stringent time constraints.

Awarded Employee of the Month- July 2009.

Education

Central European University (Budapest, HU)
M.A., History
2012 - 2012
One semester abroad

Northeastern Illinois University
Bachelor of Arts (B.A.), Political Science and Government/ History
2006 - 2008

College of Lake County
Associate of Arts (A.A.), General
2002 - 2006

Licenses & Certifications

Certified Scrum Master (CSM) - Scrum Alliance
#000492659

Certificate of Training: Scrum the Toyota Way (1st Public training ever conducted) - Toyota Connected North America

SAFe 4 Agilist (SA) - Scaled Agile Framework
1814857-0631

Skills

Agile Environment • Scrum • Scaled Agile Framework • Agile • Software Development Life Cycle (SDLC) • Business Process Improvement • Management • Leadership • SAFe • Change Management

Honors & Awards

Employee of the Month - Denver Human Services
May 2014
Awarded Employee of the month (selected from 1500 employees) for exceptional client care and concern, while simultaneously maintaining accurate records with extremely heavy caseloads.

Employee of the Month - Chicago Parking Meters
Jul 2009
Awarded Employee of the Month for exceeding company expectations and assisting in writing a repair maintenance log that is used by Meter Maintenance Technicians in the field.

Magna Cum Laude - Northeastern Illinois University
May 2008

Pi Sigma Alpha Scholarship - Northeastern Illinois University
Jan 2007

Alpha Chi Honor Society (VP) - Northeastern Illinois University
Sep 2007

"Job Well Done" - Functional Manager
Nov 2017
Recognition for successful Agile work at AmerisourceBergen Lash Group