**PROFESSIONAL SUMMARY**

***A seasoned professional who is able to harness the talent of many agile teams and take them to the next level of productivity and output. Raven is a team-oriented self-starter who can ensure that a project/product goal is accomplished according to the highest specifications and business objectives. She has years of progressive experience in Scrum Mastery, Information Technology and Agile Coaching. She is passionate about her own continuous improvement and the performance of her teams in achieving set business goals. Right now she would like to work for an organization that wants to employ and empower talented people who are ready to fulfil their potential and build great things.***

**SUMMARY OF QUALIFICATION**

* Developed, Coached, Trained 25-plus high performing teams in various Agile Frameworks.
* Coached clients in unlocking their greatest potential through various agile coaching competences and masteries.
* Acted as a Global Change Agent in various Agile adoptions and transformations.
* Conducted Scrum Daily standup, Product backlog refinement (grooming), Sprint Planning, Sprint Review, and Sprint Retrospective events.
* Determined the team capacity planning to aide in effective sprint planning.
* Monitored the project progress and radiated the information to stake holders. Identified and mitigated team risks/impediments (Blocking Issues, Critical Defects) on daily basis.
* Worked with Senior Management, Business & Release Management to understand the vision of the product, prioritize and develop software release planning.
* Generated $500,000 in process improvement cost-savings using the lean six sigma methodology.
* Successfully completed the SSAE 16 Attestation which generated $250,000 in wholesale revenue.
* Excels at communicating with stakeholders to provide accurate reporting and information regarding the ongoing projects and initiatives.
* An independent and self-motivated professional with excellent writing skills
* Ability to grow positive relationships with clients and colleagues at all organizational levels.
* Demonstrated excellent self-leadership abilities
* Practices Emotional Intelligence personally and professionally
* Excellent interpersonal, verbal and written English communication and problem solving skills
* Excellent organizational skills; ability to multitask and meet tight demands and deadlines
* Enthusiastic, outgoing team member proficient at building positive relationships by offering superior customer service

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Scrum/Kanban/SAFe Frameworks
* Product Management
* AWS & MS Azure Cloud
* Integration/ Data Migration
* Active Facilitation
* Continuous Deployment
 | * Lean Six Sigma
* Agile Transformations
* Agile Adoptions
* Lean Startup
* Servant Leadership
* Change Management
* Data Anayltics
 | * Agile Coaching
* Test-Driven Development
* Release Management
* Capacity Planning
* PMBOK Methodology
* Behavior-Driven Development
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**PROFESSIONAL EXPERIENCE**

**RAVVE Technology LLC - Naperville, Illinois**

**Owner/Agilist**

**August 2019-Present**

* Partnered with organizations to deliver Agile Transformation Services
* Participate in Agile Community Events, Conferences, and Meetups
* Provide virtual trainings to non-Agilists and Agilists
* Provide Agile Coaching to Agilist within the Community
* Create Strategic Roadmap
* Continue to build the business brand

**Beam Suntory (Finance, e-Commerce, Marketing, Excecutive Leadership)**

**Sr. Agile Transformatio Coach/ Enterprise Agile Coach (Contractor)**

**June 2020-December 2020**

* Support and Faciliate Leadership in creating Agile Strategy and Initatives for 2020 & Q1 2021.
* Actively built and contributed to the company's Agile Community and develop Communities of Practices and mentored Agile practitioners.
* Revised training materials and provided training and coaching throughout the organization.
* Supported Agile teams in their development, playbook creation, and in establishing consistent best practices.
* Support and Faciliate the creation of the company-wide Agile curriculum and SABA integration
* Collaborated with non-Agile teams, educated and supported them throughout their agile adoption/ transformation
* Supported and Advised on the implementation of Jira for all Agile Teams

**Northwestern Medicine (Data Analytics)**

**Sr. Agile Coach/Scrum Master (Contractor)**

**August 2019-December 2019**

* Actively built and contributed to the company's Agile Community and develop Communities of Practices and mentored Agile practitioners.
* Revised training materials and provided training and coaching throughout the organization.
* Supported Agile teams in their development, playbook creation, and in establishing consistent best practices.
* Collaborated with non-Agile teams, educated and supported them throughout their agile adoption/ transformation
* Supported and Advised on the implementation of Jira for all Data Anaytics Agile Teams

**BMO Harris Bank - Chicago, Illinois**

**Sr. Agile Coach/Scrum Master (Contractor)**

**July 2019-August 2019**

* Actively build and contribute to the company's Agile Community and develop Communities of Practice, mentor Agile practitioners.
* Revise training materials and provide training and coaching throughout the organization.
* Support Agile teams in their development, playbook creation, and in establishing consistent best practices.
* Collaborate with non-Agile team, educate and support them throughout their agile adoption/ transformation
* Define relevant metrics to assess and monitor the agility health of all teams
* Inspire all stakeholders at any level in their Agile adoption/transformation
* Develop, coach, and mentor team members to advance their skills and career
* Assist, Coach, and Train Product Owners in story mapping, estimating and sizing techniques
* Assist in establishing visible radiators for provide transparency to the team and organization

**JPMorgan Chase Bank - Chicago, Illinois**

**Sr. Agile Coach/Scrum Master (Contractor)**

**September 2018-June 2019**

* Developed and delivered team and organization training materials and workshops, building knowledge and skills to facilitate the Agile transformation.
* Established and supported communities of practices to promote organizational understanding of Agile roles and to help individuals develop into them.
* Coached teams, Scrum Masters, Business Analysts, Managers and Executives on Agile values and principles to promote continuous improvement in practices and artifacts.
* Championed cultural change and collaborated with other Coaches on plans and techniques for accelerating and advancing the organization's transformation.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency.
* Led strategic Release Planning and tactical Iteration Planning sessions
* Conducted daily stand-ups in two-week Iterations, facilitated sprint reviews, retrospectives, and sprint planning
* Communicated and presented weekly updates to stakeholders and program managers
* Developed the roadmap for all teams to evolve toward predictive velocities

**Northern Trust Bank - Chicago, Illinois**

**Sr. Agile Coach/Scrum Master (Contractor)**

**May 2017-August 2018**

* Demonstrate mastery of the Scrum/Kanban Frameworks
* Developing High Performing Teams through the teachings onf the Masterful Coaching Techniques
* Demonstrates and Teaches agility through “living” the Scrum Values daily
* Facilitate all scrum events; daily stand-up, sprint planning, sprint review, and retrospectives
* Work with the team to ensure that all scrum artifacts (product backlog and sprint backlog, and are up-to-date
* Act as a change agent and as part of the team of Coaches leading and supporting teams and individuals in their Agile journey.
* Ability to make decisions and independently drive any aspect of Agile rollout at a team and management level.
* Build trust with the business and throughout the organization.
* Ensure cross-value stream coordination and collaboration, drive highest productivity and better predictability of delivery across organization.
* Foster innovation and encourage continuous improvement
* Advise on dependency management techniques between internal teams and third parties, release managers, or between Agile teams.

**GPShopper (Mobile Commerce) - Chicago, Illinois**

**Senior Scrum Master**

**September 2016-February 2017**

* Facilitated all scrum ceremonies; daily stand-up, sprint planning, sprint review, and retrospectives
* Worked with the team to ensure that all scrum artifacts (top priority packlog log items, sprint backlog, and burndown charts) were up-to-date
* Assisted with refinement/grooming coordination and techniques for estimating/sizing
* Removed impediments to ensure that the team could continue to work towards completing sprint goals
* Prevented team distractions in order to keep the sprint focus on completing the features in the sprint
* Worked to create and maintain high performing teams
* Helped teams to create rules for all scrum events
* Helped to motive teams; celebrate their accomplishments nand work to understand their needs through Servant Leadership
* Assisted in making sure that radiators of the team's work was visible at all times creating organization-wide transparency
* Worked closely with the Prduct Owner to communicate team’s velocity and assist with capacity planning
* Coached and trained other scrum masters and executive leadership team on the Scrum framework
* Facilitated and coordinated and the Scrum of Scrums
* Facilitated and coordinated the Community of Practices for all Scrum Roles

**Yello dba Recsolu (Recruit Software) - Chicago, Illinois**

**Technical Program Manager/Chief Scrum Master**

**June 2015-September 2016**

* Managed the Initiation through Disposition of several large scale enterprise (global) level complex Applicant Tracking System programs consisting of multiple businesses and technical aspects
* Act as the Scrum Master for the Engineering Team: facilitate stand-ups, remove impediments, velocity allocation
* Managed global teams in the areas of IT, Governance, PMO, and other sectors
* Conducted Scrum of Scrums (Daily Stand-ups)
* Manage and Train Project Managers/Scrum Masters
* Track the Velocity based on complexity: Up/Down Charts
* Use Project Management KPIs to track all portfolio and organization’s strategy and ROI goals
* Managing Project Managers, IT consultants, and implementation teams for successful completion of software development and mobile projects.
* Support Product Owners in suggesting scrum tools and techniques that deliver expedited value
* Engagement Level Status Reporting including VPs, Sr. VPs ,CTO, CEO

**CERTIFICATIONS/TRAININGS**

ICAgile Agility in the Enterprise (ICP-ENT)

Scaled Professional Scrum (SPS)-Nexus

ICAgile Coaching Agile Transitions (ICP-CAT)

Lean Change Management Agent

Certified Agile Leadership (CAL1)

Kanban Management Professional (KMP1 & KMP2)

|  |  |
| --- | --- |
| LeSS (Large Scale Scrum) CertifiedImplementing SAFe 5.0 (SPC) Certified DevOps GeneralistCertified DevOps CoachMicrosoft Azure Fundamentals CertifiedPersonal Agility Recoginzed PractitionerCertified Scrum Professional- Scrum Master (CSP-SM)Certified Scrum Professional- Product Owner (CSP-PO)Certified Scrum Master Certified Scrum Product OwnerCertified Scrum@Scale PractitionerICAgile Certified Professional-Agile Coaching (ICP-ACC)ICAgile Agile Team Facilitator (ICP-ATF)Certified Agile Health FacilitatorCertified Kanban Coach Kanban Team Practitioner MSI Change Management SpecialistCertified Disciplined AgilistCertified SAFe 4.0 Agilist Practitoner (Leading SAFe)Lean Six Sigma Black Belt Certified | AWS Certified Cloud PractitionerHIPPA Awareness CertifiedHIPPA Security CertifiedCertified Blockchain ExpertCertified Bitcoin Expert |
|  |  |

**TECHNICAL SKILLS**

**Operating Systems:** Windows 7/8/10, macOS

**Applications/Services:** SOAP API, SQL Developer, CRM (SalesForce & Custom)

**Cloud Technologies:** Azure & AWS

**PC Applications**: Microsoft Word, Excel, PowerPoint, Outlook, Access, Projects, Lotus Notes, Basecamp, Smartsheets, Clarity, Visio, and Access Vision, Blackboard, Adobe, WebEx, Service Now, Jira, Azure Boards Confluence, Slack, HipChat, PivotalTracker, Asana, Trello, Google Docs, SharePoint, CardBoardIt, VersionOne, JoinMe, High-Five, Zoom, GoToMeeting, SeeMe, MeetMe, Mural

**Internet:** Microsoft Internet Explorer, Fire Fox, Chrome, Safari

**SPECIAL PROJECTS**

RevCycle KPI Dashboard Migration and Optimizations

Selenium Automation Project

Data Warehouse Redesign-Optimization using Hadoop

Single Use Account Commerical Card

Single Exposure and Fund Accounting Dashboard Redesign

Mobile e-Commerce Projects

Chase Bank Open Source Software Vulnerability Remediation-Cyber Security

Pitney Bowes/USPS System Integration for Standard Mail Manifest

SOC 1-SSAE 16 Type 2 Audit (SAS 70)

Carousel Process Improvements

Johnson & Johnson Referral Management System

**VOLUNTEER**

PRAC-Agile Community Committee- Scrum Alliance (Present)

Item Reviewer(Exams)-Scrum Alliance 2018

Volunteer Global Scrum Gathering- Scrum Alliance 2019

**EDUCATION**

**Keller Graduate School of Management -** Chicago, IL

**Master of Project Management**-Graduated February 2011

**Master of Business Administration: Concentration-Information Systems-**Graduated October 2011

**University of Illinois- Chicago, IL**

**Bachelor of Arts**

Concentration: Criminal Justice

Date Graduated: July 2005

**REFERENCE AVAILABLE UPON REQUEST**