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| **Jeffrey Hannel** – Scrum Master/Project Manager/Agile CoachMcCall ID ⬩ (208) 908-1919 ⬩ jeffhannel@gmail.com  |
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| Technology professional guiding software development teams to maximizing their potential. Over seventeen years of SDLC project management, Scrum Master and Agile Coach. Development experience in full stack ASP.NET. Always a leader in pushing for cross team and inter team communication and collaboration. I enjoy leading teams in becoming self-empowered and finding the process that best complement their strengths. **Certifications: CompTIA Project+, Scrum Alliance CSM, International Scrum Institute Scrum Coach** |
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| Key SkillsScrum MasterProduct OwnerAgile CoachProject ManagementKanban CoachQuality AssuranceTime ManagementIssue ResolutionAnalyticalOrganizedAccountableTechnicalJIRAHipChatTFSClarityConfluenceSpringbootCucumberASP.NETC#AngularJsBootstrapService NowJQueryJavaScriptJavaCSS3HTML5Visual StudioGithubA+MS Office SuiteMS ProjectSeeNowDo |  |  | **Professional Experience**MAgellan HEALTH *Iteration Mgr. (April 2020 – Present)** Coach development and support teams new to agile in agile best practices.
* Lead/coach scrum meetings: daily stand up, iteration planning, backlog refinement, sprint reviews, and retrospectives.
* Present weekly project updates/issues to internal and external stakeholders.
* Gather requirements from business/product team through feature elaborations, then develop their vision into a functional backlog of stories.
* Own the team’s work in JIRA that it is kept current and reports reflect accurate metrics.
* Remove roadblocks for team, escalating when necessary.

 Mastercard*Lead Project Mgr/Scrum Master/Lead Technical Program Mgr. (October 2018 – Present)** Coach release train newly formed development teams and management in agile best practices.
* Lead/facilitate scrum meetings: daily stand up, sprint planning, backlog grooming, demos, sprint reviews, and retrospectives.
* Create rod map and swim lanes of all projects to help forecast quarterly/yearly work and utilize the roadmap for PI planning.
* Present weekly project updates/issues to internal and external stakeholders.
* Gather requirements from business/product team through feature elaborations, then develop their vision into a functional backlog of stories.
* Own the team’s work in ALM/Rally that it is kept current and reports reflect accurate metrics.
* Remove roadblocks for team, escalating when necessary.

IRG, Inc. (Contractor at State of Idaho DMV & DHW)***Senior Scrum Master/PM*** *(June 2017 – June 2018)** Leader of Modernization projects for both DMV and DHW agent websites.
* Saw increase in team velocity by 50% in first 5 months at DMV.
* Help coach IT managers in ways department could benefit in new agile process.
* Facilitated scrum ceremonies including Story Point meetings, Sprint Planning meetings, Daily Stand-ups, Sprint Retrospectives, and product demos.
* Assist PO and team in refining backlog, release planning, and monitoring the team’s daily updates in TFS and JIRA.
* Serve team in prevention and removal of impediments and escalating when needed.
* Leader of cross team “Environment” needs/usage meetings.
* Serve on PI Planning Team.

Express Scripts (Contractor)***Senior Scrum Master*** *(January 2017 – May 2017)** Servant/leader to development teams and Technical Product Owners facilitating agile/scrum process.
* Led Project Kickoff meetings, Story Point meetings, Sprint Planning meetings, Daily Stand-ups, Sprint Retrospectives, and product demos.
* Assist PO and team in refining backlog, release planning, and monitoring the team’s daily updates in JIRA, Confluence, Clarity and HipChat.
* Serve team in prevention and removal of impediments and escalating when needed.
* Coach team in value of communication and collaboration by using pair programming and extreme programming (XP.)
* Coach team in agile best practices.

Bunzl Distribution (Contractor)***Senior Scrum Master/Agile Coach*** *(August 2016 – December 2016)** Worked with development team, Product Owner and management to implement agile management methodology as the Bunzl corporate IT process.
* Facilitated Project Kickoff meetings, Story Point meetings, Sprint Planning meetings, Daily Stand-ups, Sprint Retrospectives, and product demos.
* Groomed backlog daily and monitored the development team, QA team, and documentation team to groom the Kanban task board daily by updating hours and moving tasks to appropriate columns in JIRA, Slack and Service Now.
* Coached Product Owners and stakeholders in transition to agile methodology by teaching best practices.
* Coached team in the benefits of collaboration for project velocity and burndown.
* Solved impediments by promoting continuous communication throughout the entire agile team.
* Managed burndown metrics and project velocity

FactoTum, Inc. ***Lead Project Manager/Scrum Master/Agile Coach*** *(2004 – 2015)** Led technical projects as a scrum master after helping company transition to agile methodology.
* Worked with development teams, Product Owners and stakeholders in implementing best practices of agile management.
* Led project kickoff meetings, story point meetings, sprint planning meetings, daily stand-ups, weekly product owner meetings, and product demos.
* Groomed backlogs and helped the development team, QA team in grooming the task board.
* Coached team in the benefits of collaboration and communication.

Education ***Associates Degree, Computer Science, Univ. of Phoenix*** |