**NORBERT ACHUO CSM, SSM SAFe 5**

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**Agile Scrum Master** • **Project Management** • **Business Analysis**

**SYNOPSIS**: Accomplished IT Leader – armed with an analytical acumen in designing, implementing, and optimizing end-to-end technical solutions for transforming organization at an enterprise level. Map business requirements, sprint planning, and building functionalities & features, in interaction with the client after assessing business & existing IT applications. Drives improvement in team delivery commitments & capacity planning for sprints through mapping & tracking hidden tasks that augments customer satisfaction.

Sought for excellent communication and technical acumen, exceed all expectations as POC for project kick-offs, resource allocation, development testing, and management of mission-critical issues, risk &launch.

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| **NOTEWORTHY ACCOMPLISHMENTS**   * Distinction of transitioning of a company from Waterfall to Agile platform * Hired, mentored, and groomed teams from ground level to high performing teams – transitioned a developer into Tech Lead     **EDUCATION**  University of Buea, - Cameroon 2014  Bachelor of Science in Computer Engineering  **CERTIFICATIONS**   * Certified SAFe 5 Scrum Master * Certified Scrum Master (Scrum Alliance) |  | **PROFESSIONAL FORTE**  Scrum Master | IT Business Analysis | Problem Management | Solution Providing | Sprint Planning | Project Management | Requirement Gathering | Technical Project Management | Process Documentation | IT Technical Solutions | Automated /Manual Testing | Estimation & Planning | Performance Testing | Process Improvement | Budgeting & ROI Assessment | Optimization Techniques | Team Management | Change Management  **TECHNICAL EXPERTISE**  Scrum | Jira | Kanban | Confluence | SAFe |

**CAREER TIMELINE**

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| **Business Analyst**  Amazon Logistics | **Scrum Master**  Smart Financial Credit Union | **Scrum Master**  Schlumberger | **Scrum Master**  GEICO., |
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| Feb 2015 – Apr 2016 | May 2016 – Jul 2018 | Aug 2018 – Sep 2020 | Oct 2020 – Present |

**CORE COMPETENCIES**

**Best Practices (Scrum Master):**

* Hosts daily team meetings, sprint planning to get updates on the progress of the project, tap potential roadblocks and address criticalities
* Ensure that the project is on track, including the use of continuous integration (CI) and automation
* Onboard project teams, integrate them into the organization and mentor them about a clear vision of the product

**IT Business Analysis:**

* Understand business and existing IT applications and designing a roadmap for further product development by using Agile/Scrum practices
* Manage expectations of the product, conduct system analysis; build functionalities, in interaction with the client; map, identify and document existing business processes and workflows
* Map business requirements & translate these requirements into functional specifications; coordinate with users and the team to recommend and develop technical solutions to business challenges

**Project Management:**

* Strategize and develop project baselines; monitor & control projects cost, resource deployment, time over-runs and compliance within SLAs
* Ensures the team understand and lives agile values, principles and follows the best scrum practices/ Agile methodologies’ efficiency
* Organize project review meetings for assessing the project progress & de-bottlenecking of the critical; assist project managers in developing implementation plans, including the scheduling of project milestones

**Team Management**

* Hire, mentor & monitor the performance of team members to augment productivity, performance improvement, and technical efficiency
* Create & sustain a dynamic environment that fosters development opportunities and motivates high performance amongst team members

**PROFESSIONAL NARRATIVE**

**GEICO| Oct 2020 – Present**

*Scrum Master*

**Key Result Areas:**

* Directs scrum ceremonies, resolves critical/product backlogs, promotes scrum values within the team (onshore and offshore) for bringing in continuous improvement processes
* Automates the Scrum Framework and nurtures high-performance teams to work within Scrum and Scaled Agile Framework (SAFe)
* Strategize and implement key scrum metrics (Burn Down Chart, Velocity) and submit status reports to senior leadership for assessment
* Deploy JIRA framework to build team boards KANBAN or Scrum, design backlog and sprints, add team members, and build bug/defect board
* Gather requirements from project teams /product owners and deliver technical solutions to estimate, prioritize, and implement new development.
* Offer frequent metrics to Product Owners, Product Managers, and keep an eye on project health, team health, and project velocity
* Create stories from the team’s backlog by accepting updates from the Product Owner and team members; interface with release managers for release activities, full production deployments, patches and upgrades

**Schlumberger | Aug 2018 – Sep 2020**

*Scrum Master*

**Key Result Areas:**

* Led an engineering team to deliver value by conducting daily scrum, planning the sprints, demonstrating the sprints, and scheduling process improvement meetings
* Design and deliver project/program resource loading and budget; reconciles budget monthly and communicates risks to Leadership
* Promoted the impact of Agile Scrum frameworks, Scaled Agile Framework (SAFe) environment and worked to remove all impediments and obstructions to the team’s progress
* Collaborated with Release Train Engineer to forecast the pipeline to be released during Program Increment (PI) Planning, by following Scrum metrics (Burn Down Chart, Velocity)
* Offered assistance in driving and deploying new product development processes and in facilitated the continuous improvement of existing processes

**Smart Financial Credit Union | May 2016 – Jul 2018**

*Scrum Master*

**Key Result Areas:**

* Attended scrum ceremonies - daily standup, sprint planning, review and retrospective with a core focus on establishing schedule and process for a product demo
* Planned and updated Agile Tracking Systems to bring in transparency on product and sprint backlogs
* Worked in close coordination with product owners & steered communication through proper channel for maintaining product backlog in order
* Promoted Scaled Agile Framework (SAFe) environment, eradicated obstacles, and mentored team members to foster an agile mindset
* Gathered and updated project materials, finalized budgeting, with a core focus on project forecasting, documentation, business flows, and technicalities

**Amazon Logistics | Feb 2015 – Apr 2016**

*Business Analyst*

**Key Result Areas:**

* Built long-term client relations, collated software requirements, analyzed business trends, and conducted requirement gathering from scratch
* Focused on boosting the quality of IT products and services, collated data for analyzing and supporting business decisions by finding technological solutions and meeting business needs
* Worked as POC for team & business owners for document & project assessment and team coordination; offer comprehensive status reporting for latest ongoing programs
* Attended meetings with board members for presenting true and fair reports on cost-benefit analysis/ROI analysis for strategic decision-making