

# Rich Brents

103 Powder Mill Ct, Cary, NC 27518

(919) 604-8874

Email: [rich.brents@outlook.com](mailto:rich.brents@outlook.com)

LinkedIn Profile: [www.linkedin.com/in/rich-brents](http://www.linkedin.com/in/rich-brents)

## CAREER OBJECTIVE

Experienced Agile Coach and Scrum Master with a proven track record of coaching for adoption of Agile mindset, delivering high-quality software, teaching and coaching Scrum framework, and guiding an organizational Agile transformation, seeks a position where I can help shape a highly effective Agile organization.

## CORE QUALIFICATIONS

- Trained and experienced Agile Coach
- Evangelist of Agile values and principles
- Proven ability to work creatively and analytically in a problem-solving environment
- 7+ years experience as certified Professional Scrum Master ([PSMII](#)) and Agile Leader ([PALI](#))
- Guided transformation change with managers as well as both software development and business teams in a large, matrix-ed organization
- Introduced continuous integration and improvement practices to enable increasing levels of delivery quality
- Coach of multiple cross-functional and dispersed Scrum Teams, leading them through transformation by facilitating both standard and customized Agile activities
- Coached Product Owners on development of Product Vision, Release Planning, and Backlog Management
- Mentored teams toward self-organization to enable decision making, conflict resolution, and transparency
- Experienced mentor of Scrum Masters and Agile Coaches on Agile practices
- Established Scrum Master and Product Ownership guilds to develop learning environment across the organization
- Confident subject matter expert in Agile and Scrum with a thirst for continuous learning and personal development

## PROFESSIONAL EXPERIENCE

### **Delivery Manager**

RenaissanceRe, Bermuda (remote) current

Serve as Delivery Manager and Scrum Master for multiple dispersed squads.

- Coach Product Owner and Development Teams on Agile adoption
- Guide teams toward customer focused outcomes
- Work with Product Owners in backlog management and continuous delivery
- Develop educational materials and presentations to further advance Agile adoption and understanding across the enterprise
- Work individually with all team members to develop trust as well as Agile fluency across teams
- Facilitate Sprint events

**Agile Coach**

GSK, Research Triangle Park, NC 2018-2020

Coached, instructed, and served teams and management across organization in Agile and Value, Flow, Quality ("VFQ") mindset adoption.

- Guided organizational participation in enterprise-wide Agile transformation, including coaching of middle and upper management
- Instructed and supported other Agile Coaches in training and coaching of teams
- Taught classes introducing Agile concepts to both business and technical teams
- Regularly evaluated cross-functional and dispersed teams in their Agile adoption
- Coached teams in Agile adoption, following established coaching program
- Formed Scrum Master and Product Owner guilds to improve Agile adoption across organization as well as to develop product oriented approach
- Created instructional materials for both classroom and self-paced learning of Agile and VFQ principles
- Conducted lunch-and-learn sessions on topics related to Agile adoption
- Managed Agile Knowledge Base to supplement coaching effort

**Scrum Master**

GSK, Research Triangle Park, NC 2013-2020

Facilitated Sprint Events for multiple dispersed teams. Coached organization, Product Owner, and Development Teams on Agile adoption.

- Protected multiple development teams from outside distractions, clearing impediments that were beyond the team's capabilities
- Worked closely with Product Owners to improve management of Product Backlog, including refinement of User Stories
- Assisted teams in development of policies under which work was managed
- Coached teams on adoption of Scrum Values
- Met individually with team members to build trust across teams
- Educated the organization on Scrum framework and the Agile mindset

**Jira Product Owner**

GSK, Research Triangle Park, NC 2016-2020

Owned product vision of on-premises Jira server instance for 2,000 global user base.

- Managed administration of instance to ensure persistent availability
- Instructed users on best practices and innovative applications
- Addressed problems through risk management and contingency planning
- Experimented with plug-ins to improve utilization of product as well as productivity of users
- Maintained Product Backlog for customization enhancements, including context specific issue types, workflow transition screens, and cross-team collaboration

**Project Manager**

GSK, Research Triangle Park, NC 2012-2013

Maintained project plan and budget for multiple projects of varying complexity.

- Leveraged Microsoft Project to ensure project timelines were met
- Oversaw SDLC document completion, cross-referencing, and approval
- Coordinated multiple teams in development, testing, and deployment across global programs
- Facilitated planning, status, and deployment meetings across global programs

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### **Business Analyst**

GSK, Research Triangle Park, NC 2006-2012

Gathered, wrote, and maintained requirements for multiple, products, projects and programs.

- Employed tools recommended in the Business Analysis Body of Knowledge ("BABOK")
- Engaged business partners in requirements gathering and refinement
- Liaised between business and technical teams to translate requirements into functionality

### **Database Developer**

GSK, Research Triangle Park, NC 2000-2006

Developed and maintained Oracle databases for Master Data Management ("MDM") customer dimension data.

- Developed and tuned PL/SQL functions, procedures, and packages
- Automated regular data process

## **MILITARY**

### **Corporal, United States Marine Corps**

Camp Lejeune, NC; Honorable Discharge

## **EDUCATION**

### **Bachelor of English Literature**

University of North Carolina, Chapel Hill, NC

### **Certifications:**

[Professional Scrum Master II](#) (PSMII),  Scrum.org

[Professional Agile Leader I](#) (PALI),  Scrum.org