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**SCRUM MASTER/BUSINESS ANALYST/BUSINESS ANALYST BACKGROUND**

Over 15 years of Business Analyst and Application Analyst experience including management and leadership experience with a reputation for meeting the most challenging organizational goals and objectives. A pragmatic and focused individual recognized for “making sometimes seemingly impossible and tedious situations work and produce creditable and sustainable results long term.” A proven record for completing assigned responsibility regardless of the nature of the situation or location. Successfully managed offshore teams seamlessly.

* I am a certified scrum master and well versed in agile and have been very successful in this Software Development Lifecycle, in the creation of functional and non-functional business and technology related requirements into user stories. I have maintained agile backlog and leveraged them in the creation of user stories within each 10 day sprint. I have maintained a consistent discipline in conducting daily stand ups with my scrum team. At the end of each sprint, I would facilitate shoulder checks with my project delivery stakeholders including my product owner for each project and have kept a complete schedule in a calendar of all my agile ceremonies to my stakeholders and product owner were kept up to date of when they occur. I am in process for scrum certification.
* I have excellent communication skills, both written and verbal and tailor my communication style based upon the audience, being certain I am demonstrating the correct and clear message as well as asking pertinent questions to gain the necessary knowledge in managing and preparing the project.
* Functional testing in test and UAT environment and validation after implementation to production environments. Monitoring functionality for web based applications including identifying, tracking and escalating issues to resolution, making sure all SLAs are met. Learned new applications with minimal guidance to train customers and co-workers in the software usage after implementation. Performed group and individual training sessions; prepared documentation presented at training in the form of a user’s manual. Served as first and second level support for in house applications, tracking distribution and resolution of issues.

**PROFESSIONAL EXPERIENCE**

PHOENIX, AZ – Hawaiian Airlines Scrum Master/ Sr. Analyst – 3/2019 – Present

Serving as scrum master: creating and onboarding project teams, integrating them into the organization and providing a clear vision of the product. Facilitating communication and information exchange between external groups and the project team. Ensuring momentum of the project. Rotating Release Marshall duties. Managing COVID-19 response projects along with managing the developers in prioritizing work. Documenting and reporting the sprint velocity. Running standups, sprint planning, backlog grooming, scheduling demos and facilitating retrospectives and ensuring the improvements are implemented in the next sprint. Lead the development team in implementing best practices and streamline the process across the teams. Worked directly with other BA’s to implement Gherkin in writing user stories to improve consistency and clarity and ease of transition to code and automation. Served as Scrum Master for Commercial Web team as well as Release Marshall. Instrumental in success of multiple projects improving the website, performance as well as enhancements to improve the customer experience using Sabre. Extensive testing of projects as an end user across all bowsers and mobile devices. Participated in the effort to automate testing using Selenium. Manual tests with Postman and cross browser UI testing. Excellent verbal and written communication skills to present and problem solve issues facing our customers, both external and internal to the company. On a daily basis, work collaboratively with colleagues and staff to create a high-Business results-driven, team-oriented environment.

PHOENIX, AZ – Edgenuity Scrum Master/ Sr. Analyst – 8/2018 – 3/2019

Participate in all phases of software development, from refining and designing user stories, to writing code, debugging, testing, and assisting in the deployment of code to our customers. Excellent verbal and written communication skills to present and problem solve issues facing our customers, both external and internal to the company. On a daily basis, work collaboratively with colleagues and staff to create a high-Business results-driven, team-oriented environment.

PHOENIX, AZ – US Veterans Administration Consultant Scrum Master/Sr. Analyst– 3/2018 – 12/2018

Testing software at various veteran hospitals and offices. Assist in creation of local test plans and scripts to be used for facility level testing. Develop governance plans for local facilities based on national governance plan. Coordinate and track at the facility level and provide feedback on testing status. Travel to and execute testing at facilities as needed. Develop testing estimates in partnership with site leads and program leadership. Work with internal and external teams to coordinate testing efforts across multiple levels of testing. Ensure commitments are delivered on time. Manage and triage defects and work to resolve. Analyze test results and communicate to key team members.

PHOENIX, AZ – Epiq Systems - Consultant Scrum Master/Sr. Analyst – 5/2017 – 12/2017

Ensure that new and existing product functionality are reliable, defect free and function as intended. Work closely with business partners and the application development team in eliciting project requirements to create test cases. Participate in the development and reporting of test metrics, test confidence and test coverage reports. Review requirements specifications and identify gaps and inconsistencies. Work closely with development, Business Analysts, and other team members to identify, report, and troubleshoot defects; verify problem fixes in a detailed, efficient, and timely manner. Provide leadership among other Business Assurance Analyst positions; facilitating a lead role in providing direction and working directly with the Product Development Manager. Recent projects involved testing of API’s in C# and using Postman/Swagger/Selenium to validate API functionality using the agile methodology.

PHOENIX, AZ – DISCOUNT TIRE - Consultant Scrum Master/Sr. Analyst – 2/2017 – 4/2017

Writing and executing manual test script in HP Business Center (ALM) for eCommerce. Heavily involved in design meetings and requirements gathering for projects within eCommerce. Work as a Lead within the analyst team to create and communicate testing results to management. Provide leadership and expertise on complex test projects to test teams including planning, driving and managing testing activities through all phases of the software development lifecycle. Analyze testability of requirements from the business. Design and prepare test strategy and approach, testing metrics and other reporting as requested. Create and document test cases including functional, load, and regression as well as UAT tests via automated and manual methods as well as mobile testing. Report software defects; raise issues/concerns regarding issue prioritization. Coordinate activities across multiple teams including, but not limited to, development and project management using the agile methodology.

PHOENIX, AZ – AMERICAN AIRLINES - Consultant Sr. Analyst – 8/2016 – 1/2017

Writing and executing manual test script in TFS/Microsoft Test Manager and Rally as well as HP Business Center (ALM) in SCEPTRE (Mainframe), SOA for Tech Ops. using the agile methodology. Created and communicated testing results to management. Provide leadership and expertise on complex test projects to test teams including planning, driving and managing testing activities through all phases of the software development lifecycle. Analyzed testability of requirements from the business. Design and prepare test strategy and approach, testing metrics and other testing artifacts. Reviewed requirements and designs for testability with other teams until all questions are resolved. Created and documented test cases including functional, load, and regression as well as UAT tests via automated and manual methods. Reported software defects; raised issues/concerns regarding issue prioritization. Coordinated activities across multiple teams including, but not limited to, development and project management.

PHOENIX, AZ – PETSMART – Consultant Scrum Master/Sr Business Analyst – 4/2016 – 7/2016

Writing and executing manual test scripts in HP Business Center (ALM) in OMS for the supply chain and Ecommerce team. SQL database validation as well as XML testing in the OMS system (Manhatten). Created and communicated testing results to assist with assessment of production readiness. Reviewed requirements and designs for testability with other teams until all questions are resolved. Created and documented test cases including functional, load, and regression tests via automated or manual methods using agile methodology.

PHOENIX, AZ – GRAND CANYON UNIVERSITY - Scrum Master/ Sr. Analyst - 8/2014-12/2015

Built from ground up, the entire QA process for the CRM department including test case templates, test strategies, test plans, regression suite as well as defect tracking and requirements traceability against multiple endpoints including UI and APIs using the agile methodology. Responsible for auditing the processes and results with regards to the software development lifecycle. Assisted with the creation and maintenance of a comprehensive build automation and test auditing system. Continuously researched Business assurance standards and made recommendations to management with regard to improving the company's QA processes using CRM, TFS, Microsoft Visual Studio and Microsoft Test Manager. Executed manual tests in java using Microsoft Test Manager and automated tests in Selenium.

PHOENIX, AZ – BEST WESTERN INT. – Business Analyst – 9/2011-8/2014

Participated in the development of business solutions in hospitality industry by analyzing requirements, creating test plans, test cases, and testing all aspects of the completed solution including mobile app testing. Performed automated testing using QTP/Business Center in java. Lead and participated or assist with all phases of testing. SQL Server data validation and database manipulation as needed. Web services testing. Created and communicated testing results to assist with assessment of production readiness. Reviewed requirements and designs for testability with other teams until all questions are resolved. Created and documented test cases including functional, load, and regression tests via automated or manual methods. Execute test activities using automated and manual test scripts. Documented test results for system owners and project teams. Proficient knowledge of Business Center and Quick Test Pro, Unix, SOAPUI, Loadrunner, SQL Server.

OVERLAND PARK, KS – CSC CORPORATION – Sr. Analyst 7/2010 – 9/2011

WIC Crossroads application lead for Module Clinic and Vendor. Business Assurance tester responsible for manual testing of the WIC Crossroads Application, which includes writing and execution of test scripts based on the agile testing methodology. Assisted in researching automated testing tools with the Crossroads system to verify compatibility. Opening JIRA defects for defects and issues found during testing Crossroads application using the agile methodology. Assigned the task of training the state representatives for the WIC programs on the software development. Executed automated testing using Selenium in java.

OVERLAND PARK, KS – STUBHUB – Consultant Sr. Analyst – 2/2010 – 7/2010

Ticket Technology software tester for StubHub Web-based application. Business Assurance tester responsible for manual testing in java of the Ticket Technology software, which includes writing and execution of test scripts. Opened defects for bugs and issues found during testing using FogBugz. Participated in daily scrum meetings, using the agile methodology and participated in weekly BA/Client SME meetings.

KANSAS CITY, MO – DST SYSTEMS – Sr. Analyst 4/2001 – 10/2009

Business tester and liaison between the operations group, risk management, programming staff and end user departments, responsible for project management working closely with the business and the design team to define requirements, acceptance criteria and deliveries. Research and collect material information required for basic analysis and problem solving, document and deliver various forms of project communications, created program specifications and timelines for programmers, working with business users to prioritize and schedule projects and their migration through test platforms. Test enhanced programs for specific client needs, testing manager for new system enhancements and continuing product upgrades, main point of contact for production escalation, analysis and design integration of various business and IT organizations efforts for overall project goals plus vendor support. Writing and executing test scripts, researching using SPUFI, SQL, Fileaid for DB2, document requirements for configuration management application implementation, worked with project managers to understand business processes for project integration. Worked closely with Subject Matter Experts to contribute to the development of training/support materials. Manual testing with TA2000 Mainframe, DST Smartdesk (web application), Business assurance testing for client web applications, processes and enhancements, design and process workflow processes (Provision). Provided technical support to TA2000 Operations Support, implemented solutions to application software issues that affect the client or that were requested by the client. Business assurance testing for large mutual fund client, designed and performed detailed test cases and scenarios to validate business and technical requirements for client systems, call center and applications. Tested COBOL on TA2000 Mainframe, JCL and TSO.

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**SPECIAL TRAINING, DEVELOPMENT AND TOOLS**

* Certified Scrum Master
* Agile Expert
* Mulesoft
* Release Marshall
* SCEPTRE (Mainframe as well as WebSceptre), Mainframe TA2000 (Rumba, Bluezone, 3270, SmartDesk, SQL, Spufi, SAR, CICS, Unix, Java (web-based applications, Oracle, Fileaid SPF, Filenet, Captiva), ProVision, Java, C# with Selenium
* Sabre
* InteliJ
* Selenium Web Driver (3.0 eclipse neon version release 4.6.1 and winium for desktop automation) Microsoft Test Manager, Visual Studio, Rally, Business Center and Quick Test Pro, HP Business Test Professional, PegsXML, SC175, Unix, SQL Server, SOAPUI, Postman, Swagger
* Proficient with Microsoft Team Foundation Server (TFS) and Microsoft SharePoint, Visual Studio/MTM
* Product Testing/QA Skills/Analytical and strong deductive reasoning
* Experience in database testing with the ability to read, write, and execute SQL queries
* Ability to understand software development framework, architecture concepts, and terminology, white box, black box testing in both agile and waterfall methodologies
* Microsoft Dynamics CRM (v4.0, 2011, or 2013)
* LaunchDarkly
* Sabre
* Octopus
* Bamboo
* Postman

**EDUCATION**

* **2018 – Present Grand Canyoon University, Forensic Psychology**
* **2019 – Present Certification for Scrum Master**
* **1984**-**1988** **Oak** **Park** **High** **School** **Kansas** **City**, **MO**
* **1988**-**1990** **Maple** **Woods** **Community** **Kansas** **City**, **MO**
* **2003-2004 Business Application** **Analyst** **Bootcamp**

**References**

* **Geoff Southgate Hawaiian Airlines Project Mgr 682-308-4641**
* **Glen Pascual Hawaiian Airlines Business Analyst 619-818-2301**
* **Shafi Mohammad Hawaiian Airlines, Director 650-906-6797**
* **Greg Merlene American Airlines, Sr. Analyst 480-773-4839**
* **Wanda Meisel Lead Analyst, GEHA 816-810-6210**
* **Lee Black QA Manager, Wiland**  **816-678-7715**
* **Keith Harrington Director, Plexus 623-208-8350**
* **Bill Lawrence DBA, Grand Canyon University 480-455-2144**