**Edvin Malagic**

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# Education/Certifications

## University of Florida, Gainesville, FL USA

* Bachelor’s Degree in Computer Science

## Certifications

* Project Management Professional (PMP) 2009-Present
* PMI Agile Certified Practitioner (PMI-ACP®) 2012-Present
* Certified Scrum Master (CSM) 2012-Present
* Certified Scrum Product Owner (CSPO) 2013-Present
* Six Sigma White Belt (6σWB) 2020-Present

# Employment Highlights

## **Agile Product Owner (2010-Present) /** Senior Product Line Manager (2015-Present) / Product Line Manager (2010-2015)

Document Storage Systems, Inc.

* Groomed product backlog and continuously revised user stories to maintain the voice of the customer (VOC) and refine acceptance criteria in Jira.
* Translated features into epics and user stories within the team’s backlog while managing, ranking, and prioritizing this backlog in Jira to reflect stakeholder’s requirements.
* Developed and executed project plans and specifications for electronic health record software.
* Lead a development team of four developers and five QA resources as well as an implementation team of two installers and six implementation specialists using Scrum and Kanban methodologies.
* Improved patient outcomes through implementation of an integrated interactive patient education solution that resulted in average safety compliance improvements of 20%..
* Analyzed data and showed increased access to healthcare for veterans since implementation of software workflow solutions including 25% more surgeries performed with the same staff and resources.
* Collaborated with the customer through user group and change control board meetings to ensure user stories focused on the voice of the customer (VOC) and were revised based on gathered requirements.
* Determined team member strengths to assigned responsibilities in Jira.
* Supported User Acceptance Testing (UAT) and end-user training.
* Collaborated with development, implementation, and business analysts to deliver the best solution to the market within the set timelines.
* Streamlined new feature delivery by creating and presenting Balsamiq wireframes to solicit customer feed back prior to development thereby reducing rework by 30%.
* Acted as liaison between business, sales and IT teams to refine the product and incorporate features based on market demands.
* Reduced implementation times by 20% by building strong relationships with stakeholders including partners, customers, contractors, and vendors.
* Developed, maintained, and implemented communication plans to keep stakeholders informed.
* Managed five simultaneous projects with thousands of users and dozens of simultaneous implementations.
* Managed Agile development team and project budget of several million dollars.
* Communicated with end users to document requirements for software development.
* Utilized SharePoint, Jira, and Confluence to maintain project artifacts including Communication Plans and Risk Registry.
* Coordinated with vendors and partners on software development including HL7 and SQL integration.
* Integrated a commercial ophthalmology EHR into the VA VistA system to provide discrete data points.
* Managed multi-facility implementation of ophthalmology imaging software including vendors for network and electrical wiring, screen mounting, and server racking.
* Increased surgical workflow efficiencies, access to care, and patient safety by integrating and implementing a comprehensive perioperative workflow solution.
* Reviewed contracts with partner companies as well as purchase orders with the customer.
* Coached product line managers, project coordinators / Scrum Masters, and project managers with six advancing their careers within the company.
* Collaborated across teams to ensure efficient processes were implemented and new technologies were delivered to customers.

## ScrumMaster / Project Coordinator **(2008-2010)**

Document Storage Systems, Inc.

* Coordinated the work of software developers and QA using agile methodology
* Assisted Product Line Manager in project management duties
* Facilitated sprint planning as Scrum Master
* Continuously collaborated with the customer to revise and improve user stories and acceptance criteria.
* Attended stand-up calls in order to gather team obstacles
* Increased team velocity 20% by removing impediments and coaching the agile team.
* Used key Scrum metrics (burndown and velocity) to help deliver committed work.
* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
* Acted as direct liaison between DSS, partner companies, vendors, contractors, and customers
* Actively resolved issues occurring at customers’ sites
* Proactively took command of a dental EHR product and development team which ensured uninterrupted delivery during product owner’s unplanned absence.
* Implemented a contractually mandated annual release of a dental EHR including training dentists and residents.
* Created weekly project progress reports for upper management
* Maintained risk repository in SharePoint.
* Assisted the agile team in transitioning from RallyDev and SharePoint to Jira and Confluence.

## **Implementation** Specialist (2006-2008)

Document Storage Systems, Inc.

* Implemented a coding and billing suite which resulted in an average of 23% reduction of insurance claims denials.
* Trained hospital staff on software used for medical coding and billing
* Setup training schedule and agendas
* Analyzed medical billing and coding reports resulting in increased revenue of 15-30%
* Organized travel arrangements for on-site training and tracked expenses

## Network Support Engineer (2003-2006)

Verio, Inc.

* Provided technical support for web hosting clients
* Identified and troubleshot issues on Unix, FreeBSD, and Windows servers
* Instructed end-users on email setup and web hosting server use.
* Diagnosed problems with website functionality
* Diagnosed website database issues on MS SQL and MySQL

## Technical Support Engineer (2001-2003)

The Answer Group

* Provided technical support for high speed Internet customers
* Submitted trending reports to identify outages
* Identified issue patterns to assist with root cause analysis and reduce customer impacts.