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# JADE SHONDE, CSM, SSM, PSM,

#  PMI-ACP

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# SCRUM MASTER

Utilizing an agile approach to solving business challenges

**PROFESSIONAL PROFILE**

# A skilled servant leader gifted in training, motivating, coaching and mentoring across all levels of an organization.

# Demonstrated ability to help organizations implement SAFe, Lean, Scrum, Kanban and Continuous improvement best practices.

* Specialist at driving the adoption and enforcement of scrum rules, removing impediments and fostering self-organization.
* In depth understanding of Software Development Life Cycle working in both Waterfall and Agile environment.
* Adept at leveraging agile methods with business initiatives to deliver quantifiable results that are sustainable.
* An advocate for change, creating an environment of continuous improvement, challenging the status quo and developing a compelling case for change.

**AREAS OF EXPERTISE**

* Training
* Coaching/Mentoring
* Servant Leadership
* Facilitator
* Conflict Resolution
* Emotional Intelligence
* SAFe
* Scrum
* Kanban
* XP
* Agile Manifesto
* Team Velocity Tracking
* Backlog Refinement
* Relative Sizing/Story Pointing
* Iteration/Sprint Planning
* Continuous Improvement

**PROFESSIONAL EXPERIENCE**

**CPRIME – Agile and DevOps Transformation**

**Senior Scrum Master**, Houston, TX, March 2020 – Present

Supported the Product Management office in transitioning from waterfall to agile. Coached and mentored two onshore and offshore development teams, scrum masters and product owners new to agile best practices and scrum framework.

* Facilitating daily scrum meetings, sprint planning meetings, sprint review meetings, sprint retrospective meetings, and back log refinement.
* Mentoring and coached scrum teams on Relative Estimation and User Stories.
* Tracking and making visible teams progress, velocity, sprint burndown charts, release burndown charts and other metrics and information radiators on an ongoing basis.
* Identifying and removing impediments to development team’s progress and protected the teams from outside distractions.
* Facilitating scrum of scrum meetings with offshore team to provide visibility of team’s work and coordinated cross-team dependencies.
* Working with Product Owner to define project scope and objectives
* Setting and running effective recurring status meetings with the product, portfolio and delivery managers
* Guiding team through continual improvement process
* Utilizing my skill sets from professional facilitation, coaching, conflict management, mediation, theater and so on to help the team become a high-performing team.
* Participating proactively in the development and decomposition of the organization initiatives, epics, features and user stories.

**US. LEGAL SUPPORT**

**Scrum Master**, Houston, TX, December 2019 – March 2020

Acted as Scrum master for multiple distributed sprint teams, resolving impediments, conducting standups, retrospectives, planning sessions, and creating tracking plans such as burndown charts and burnup charts.

* Worked directly with senior management teams to identify, analyze and document business requirements based on client needs, and vision.
* Performed gap analysis to compare all elements of existing “as is” with desired “to be” processes.
* Utilized use case, workflow, activity and sequence diagrams to define functional requirements for the development team.
* Facilitated daily scrum meetings and monthly review meetings. Conducted sprint retrospective and followed up on action items for continuous improvement.
* Liaised between developers and project stakeholders; fostering quality communication between engineering disciplines
* Coordinated all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Backlog Refinement, and Release Planning
* Coached and mentored other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams
* Facilitated the continuous improvement of existing processes
* Managed all Scrum boards (physical or virtual)

**CHRISTUS HEALTH**

**Scrum Master**, Houston, TX, March 2017 – December 2019

Interacted with business managers to identify and develop business requirements and transformed them into technical requirements (Mapping Document) and ultimately responsible for delivering the solution.

* Coordinated with the Product Owner in identifying and prioritizing user stories to identify those that would make up the Product Backlog.
* Created and documented acceptance criteria, estimations, and prioritization of product backlog.
* Introduced the Scrum values and implemented the methodology across teams.
* Identified, removed and escalated impediments.
* Facilitated Scrum ceremonies (Daily stand-up meeting, sprint planning, Backlog refinement, Sprint Demo, Retrospective) Worked closely with the Product Owner to ensure that user stories were properly written, groomed and prioritized in the product backlog.
* Assisted the Product owner and the Development Team in writing user stories using Story template and INVEST criteria. Assisted the Development Team with estimation Techniques.
* Was extensively involved with business clients for requirement analysis and to define business and functional specifications.
* Participated proactively in the development and decomposition of the organization initiatives, epics, features and user stories.

Regularly communicated project status and progress to management and executives to promote transparency.

# AON HEWITT - Contract

**Scrum Master,** The Woodlands, TX, June 2016 – March 2017

Organized and led release planning for a delivery group of multiple scrum teams. Assigned to a product feature group resulting in a creation of a product road map.

* Utilized JIRA to track team progress.
* Met goal of addressing and resolving impediments within 24 hours.
* Managed sprint backlogs, iterations as well as facilitating daily standup meetings.
* Guided the team on how to use Agile/Scrum best practices and values to delight customers.
* Guided the team on how to get the most out of self-organization.
* Collaborated with developers and subject matter expert (SMEs) to establish the technical requirements and analyze tradeoffs between usability and performance needs.
* Assisted the team to deal with day to day conflict management and create a safe environment of trust.
* Coached the teams in self-organization and cross-functionality.

**BANK OF AMERICA**

**Scrum Master,** Houston, TX, July 2015 – October 2015

Effectively collaborated, facilitated, and coached multiple scrum teams throughout the product life cycle.

 Supported development teams, and financial associates.

 Conducted daily stand up meeting, sprint planning, backlog refinement, sprint review and retrospective.

 Removed impediments in order to support local and remote personnel.

 Conducted training sessions and created documentation for new features and functionality being released.

 Publicized the team's progress and successes to make sure they were highly visible to the product owners and stakeholders.

 Educated team members on Agile methodology; Used Jira for tracking projects and tasks.

 Communicated with subject matter experts (both internal and external) to understand business needs and prevent issues.

# PROFESSIONAL DEVELOPMENT

**Scrum Alliance,** 2017 - Present

* Certified Scrum Master (CSM)

**Scaled Agile Framework,** 2018 - Present

* Certified SAFe Scrum Master (SSM)

**Project Management Institute,** 2018 – Present

* PMI Agile Certified Practitioner (PMI-ACP)

**Scrum.org,** 2018 – Present

* Professional Scrum Master (PSM)

**LIBERTY UNIVERSITY, College of Behavioral Science,** Lynchburg, VA, 2017

* Bachelor of Science in Psychology



**TECHNICAL EXPERTISE**

**Agile PM Tools** Jira, Rally, VersionOne, TFS, Rational, Redmine

**Software Applications** AWS,MicrosoftWord, Excel, PowerPoint, Project

 Hyperion, Cognos, NetSuite, Caliber, Visio

**Operating Systems** Windows Server, UNIX, LINUX, Chrome, Mac OS, Solaris