
Scrum Master & IT Project Manager

Contingency Planning • Agile Methods • Sprint Planning • Software Demonstrations

Innovation-driven IT professional combining guidance as a Scrum Master with a diverse background in project management and systems administration to successfully lead teams in developing software, designing data processing applications, and customizing new functionality. Proven expertise in translating client requirements to successfully align development results within timelines and budgets by integrating agile/scrum methodologies. Accomplished in delivering long-term resolutions, navigating programming challenges, and resolving issues by designing and implementing the latest technologies. Knowledgeable in executing the Software Development Life Cycle (SDLC) and Software Test Life Cycle (STLC) by leveraging a strong understanding of process and team responsibilities associated with code development and implementations. US Navy Veteran.

- Scrum Master & Product Owner
- Design Strategies & Solutions
- Support Solutions
- Efficiency Optimization
- Team Training/Development
- Diagnostics & Resolution

Professional Experience

FMFA, INC., Santa Clara, CA (2016 – Present)

Senior Associate – Scrum Master, Scrum Product Owner

Position client operations to achieve initiatives by guiding teams up to five software developers through agile development process. Drive requirements and bridge communication from within the team to clients and stakeholders.

- Act as an “information resource,” leading developers working on Android and iOS platforms in technical design and functional requirements for development and infrastructure with UI/UX focus.
- Leverage a technical expertise to provide production support and lead agile planning sessions, sprint development, and daily stand up meetings to ensure delivery within timelines and budgets.
- Increase transparency by communicating regularly with clients, 3rd party partners, and senior management team on project status, risk assessments, issue resolutions, dependencies, and change requests.

Sample Scrum project: Scrum Product Owner/Scrum Master - ACTERRA, Palo Alto, CA

- Revitalized the site UX by implementing a search page and leading development of a searchable database with web-based front end features based on set user story priorities for the product and sprint backlogs.
- Translated business requirements into software specifications, applying qualitative and quantitative research methods from design through post release to ensure product aligns with customer expectations.
- Shifted the focus to continuous innovation by analyzing problems from multiple angles to create functional requirements, user stories, test cases, and user guides.
- Served as Product Owner initially, gathering requirements from the customer to guide the development team in product deliverables; Assumed Scrum Master role, running ceremonies and maintaining artifacts.

Senior Associate – Scrum Development Trainer

Advance knowledge of professionals, guiding them to become members of Scrum development teams. Achieve initiatives by helping participants to quickly adjust to changes in development, execute projects using agile principles, and carefully manage the process flow of information between stakeholders, management, and clients. Help define the curriculum for PSM 2 training.

- Improve project management results by teaching professionals how to develop tracking tools, evaluate data, and outline roadmaps for success in driving the client’s vision, strategic goals, objectives, and release action plans within resources and timelines.
- Strengthen technology strategies by defining requirements for the products and collaborating closely with engineers and designers on back end functionality, front end feature definition, and app store setup.
- Encourage in-depth understanding of trends and organizational strengths, weaknesses, opportunities, and threats to accurately develop clearly defined benchmarks to execute the product life cycle development plan.

Sample Scrum project: Scrum Project Owner & Master/Scrum Coach - The Taylor Family Foundation, Livermore, CA

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- Led the development team of four in the project that successfully rewrote the Plant Identification application that TTF's students use to identify the plants in their onsite garden.
- Filled in as Scrum Master for last sprint ceremonies and served as Scrum Coach, training the Dev team.

ENDICIA, IT/Operations Engineer, Mountain View, CA (2013 – 2015)

Navigated the complexities of supporting Windows software products while executing multiple concurrent projects by quickly resolving operational issues, providing vendor support, creating service documentation, and delivering on-call response to critical client issues. Recertified Endicia as a Microsoft Software Gold Partner.

- Acted in a client facing role to manage app deployment, resolving breaks and troubleshooting server software.
- Positioned the organization for compliance, leading the project to regularize logging and data retention to comply with Federal regulations.
- Played an integral role in the project to organize objectives and execute the Operations Wiki clean-up project.

GRACENOTE, Systems Administrator - Manager of all Operations Windows Servers, Emeryville, CA (2011 – 2013)

Performed systems engineering in a role providing support for networks, servers, security, and backup recovery. Oversaw DNS, system repair & replace, monitoring, and daily operations.

- Maximized efficiency by applying technical expertise to design, build, configure, and administer networked systems in standalone, virtualized, and cloud environments using Linux/Unix and Windows servers.
- Managed access to servers/clusters and worked to ensure maximum system uptime with configuration and management of switches, routers, and access points to ensure continuous functionality.
- Integral participant in harmonizing infrastructure and processes by identifying issues, deploying patches, and working to build and deploy first Windows development, test, and production environments.
- Ensure minimal system downtime while leading a successful project rebuild of the on-site server room with minimal disruption; Participated in co-located production systems refresh project.

ORACLE, Customer Support Engineer, San Francisco, CA (2008 – 2011)

First point of contact for providing support to customers on the web portal platform.

- Completed troubleshooting, requirements gathering, solution management, and support of issues involving intranets, extranets, composite applications, and self-service portals.
- Improved support by tracking and controlling the incident management tool. Gathered requirements to accurately troubleshoot, resolve issues, and support migrations to new versions and platforms.

TAOS MOUNTAIN, INC, Systems Engineer II, San Francisco, CA (2007 – 2008)

Delivered remote administration of multiple large e-commerce environments, employing Windows, Linux, Solaris, HP-UX, and AIX, and change maintenance for systems.

- Decreased time to troubleshoot and resolve issues by utilizing skills for multiple different environments, including small all-Windows installations to large mixed Unix/Linux/Windows enterprises.
- Led successful project to rewrite United Airlines self-serve kiosk support documentation, leading to an improved user experience and a reduced need for service troubleshooting.

Additional History

SFDATA.NET, Senior Systems Analyst / SANTA CLARA UNIVERSITY, Systems Administrator

TELESOFT PARTNERS, Systems Administrator / RED HERRING COMMUNICATIONS, User Support Supervisor

Education, Certifications and Proficiencies

- **PSM 1, PSM 2**, Professional Scrum Master
- **MCP**, Microsoft Certified: MCP, MCSA, MCSE
- **IS/QED**, International Symposium on Quality Electronic Design
- **MCSE**, Microsoft Certified Systems Engineer
- **Software**: Jira, Confluence, Slack, Redbooth, etc.
- **Platforms**: Windows Server, Unix/Linux, MacOS, Web/cloud