NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Scrum Master - IBM/ Location
2016 to Present
- Lead a $400K wireless project that enabled 1,000+ employees to work remotely, saving the company $1.5M in annual rental costs
- Implemented Dragon, an open-source software system that reduced the time needed to record data manually by 90%, saving 50 hours of work monthly
- Provided technical guidance for a major company-wide project to streamline 25+ processes affecting IT departments across 79 office and retail locations in the US
- Coached and trained a team of 250 members on bug discovery late in sprints, slashing the re-work rate by 80%
- Managed all aspects of a $300K mainframe development Agile team for IBM's Back Office Functions, GEAC, and Credit Department request

Agile Scrum Master - Cognizant Technology Solutions/ Location
MONTH YEAR – MONTH YEAR
- Achieved a quarterly saving of $100K in infrastructure and storage costs by leading the development of KeepIt, a Cloud-based software that automatically migrated activities of the ops department to the cloud
- Collaborated with 10+ high-profile engineers to create custom programs that enhanced employee satisfaction and workflow, increasing retention by 30%
- Managed the development of 20+ product lines from base model to final production, including TriZetto QNXT, Health TranZform, and assetSERV
- Increased product value and revenue of five existing projects by improving the cohesion between developers, product managers, and marketing division by 30%
- Implemented a new technical solution account that improved billing functions and system downtime, mitigating the loss of customers by 50%

Project Experience
- Conducted a nationwide survey and quantitative analysis to understand customer purchasing trends and presented recommendations to a Senior Consultant at Microsoft
- Led dozens of online coursework for entry-level computer scientists and scrum masters. Released 400 signed certifications and counting
- Authored The Scrum Field Guide, a practical guide to the most popular agile processes in the industry. Rated 4.5/5 stars in Goodreads, with over 150K ratings

Education

Bachelor of Science in Business Administration (BSBA) -
DePaul University Chicago
2007 to 2011
- GPA: 3.8/4.0
- Computational Thinking for Problem Solving (Penn, 2010) Advanced Mathematics for Computer Science (UoL, 2011), Professional Scrum Facilitation Skills (online course, 2015)

DEPARTMENT - SCHOOL
May 2009
- GPA: LIST
- AWARD
- AWARD

Skills

Expertise
- Proficient in Python, Java, JavaScript, J2EE, PowerBI, and JIRA
- Familiar with SQL, Azure DevOps, and PHP
- Excellent communication and leadership skills
- Expert in Kanban, Automation, and Idea Systems
- Agile coaching and planning

Licenses & Accreditations

Licenses Licenses & Accreditations
- Professional Scrum Master (PSM I and PSM II), 2016
- Certified Scrum Master (CSM), 2016
- Certified Scrum Product Owner (CSPO), 2015
- SAFe Scrum Master (SSM), 2015