NAME

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

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Experience

Project Manager Scrum Master - Accenture/ Location
2017 to Present
- Built data visualizations using Tableau and SQL for product KPIs, resulting in reduced manual work by 24 hours weekly
- Designed and managed new customer on-boarding processes for Accenture services, leading to an improvement of customer retention of 36%
- Facilitated multi-disciplinary teams to evaluate company expenses, saving nearly $100K in annual costs
- Collaborated with five senior project managers to ensure the effective and efficient delivery of upcoming company operations
- Implemented 30+ project updates to directors and stakeholders, saving $1M in losses from external threats and lackluster security

Project Manager Scrum Master - Intel/ Location
2010 to 2017
- Managed 50+ high-budget projects over seven years, fulfilling client expectations with a nearly 100% satisfaction rate
- Built and maintained a network of 400+ connections within the industry to further strengthen company relations and visibility. Among these connections are Reshma Saujani, Sheryl Sandberg, and Bernard Arnault
- Acted as the primary contact for high-profile clients to ensure they were given the best quality service possible
- Established 10+ engineering concepts with 100% technical accuracy, which helped with staff loading schedules, labor estimates, and project operations
- Presented 100+ project statuses to leading stakeholders regarding issues/risks, tracking, mitigation plans, and project progress

Project Experience
- Conceptualized a web scaring program in Java and Python to streamline the firm download of public data, including over 50,000 company descriptions and stock quotes, increasing research efficiency by over 60%
- Identified and implemented a long-term pricing project that increased customers' lifetime value by 35%
- Mentored a team of 15+ junior scrum masters on how to deliver quality projects even with a limited budget

Education
2010 to 2012

Master of Business Administration (MBA) - University of South Florida

- GPA: LIST
- AWARD
- AWARD

Bachelor's Degree in Computer Science Administration - University of South Florida
2006 to 2010
- Advanced Discussion of Theoretical Computer Science (Udacity, 2015) Intro to Computer Science and Programming Using Python (MIT, 2013), Principles of Computing (Rice, 2013)

Skills

Expertise
- Advanced knowledge of agile frameworks, such as XP, Kanban, Scrum, SQL, and JIRA
- Advanced understanding of software production and development processes
- Experience with SDLC
- Able to create and lead initiatives for special projects

Licenses & Accreditations

Licenses Licenses & Accreditations
- SAFe Agilist, Scaled Agile Academy, 2017
- Professional Certificate on Google Project Management, 2015
- Certified Scrum Developer (CSD), 2015
- Professional Scrum Master (PSM I, II, and III), 2014 to 2015