

JOHN DOE

City, ST
(000) 000-0000
email@email.com

PROFESSIONAL SUMMARY

Highly accomplished IT professional with over 20 years of experience assisting clients in the financial industry in developing strategic roadmaps and executing strategic initiatives and programs. Regarded as an excellent communicator and problem solver with expertise in JIRA, Rally, and SQL server, as well as a SAFE and Lean practitioner with extensive experience delivering projects using Agile, Iterative, and Waterfall methodologies. Demonstrates strong organizational and analytical skills combined with the ability to identify and resolve exceptions and analyze data. Well versed in collaborating with global clients and businesses to help defining a strategic roadmap on Cloud infrastructure, application development, technology migrations, and operationalization as well as successfully implementing key projects and programs using advanced knowledge of project management tools and methodologies including Microsoft Azure Cloud, Digital, Cognos, Scaled Agile, PEGA. Exhibits an exceptional ability to plan, lead, organize, and motivate Agile project teams to achieve a high level of performance and quality, deliver agile projects that deliver exceptional business value to users, and manage multiple concurrent high-profile agile projects across multiple business divisions in a fast-paced environment. Proven track record of success in defining project scope and schedules while focusing on regular and timely value delivery, organizing and leading project status and working meetings, preparing and disseminating progress reports, managing risks and issues, resolving deviations from plans, and performing delivery planning for assigned projects. Skilled at defining and managing a well-defined project management process, as well as championing continuous process improvement initiatives to implement Agile project management best practices.

CORE COMPETENCIES

- Leadership skills
- Finance
- Innovation
- Certified scrum master
- Project management
- Program management
- Problem-solving skills
- Quick learner
- ITIL
- Negotiation skills
- Agile methodologies
- Account management
- Jira, Rally, SQL
- Communication skills
- Analytical thinking

CAREER HIGHLIGHTS

- Digital Release train engineer for consumer lending business delivering new credit card products for customers on web and mobile. Planned and executed multiple programs in the ART including BRP/PI planning with the business partners, product management partners, and product owners. Tracking and managing risks and dependencies across the ART and running cadence and influencing and coach agile principles for all teams. RTE for ART with nine scrum teams.
- Experienced program manager with a track record of successfully delivering programs and projects while cooperating with teams across multiple geographies, leveraging a variety of technologies, and meeting deadlines and budgets. Planned and executed a discovery workshop for Oracle network management system product migration for an energy company.
- Conducted an eight-week workshop with client teams, Oracle partners, IBM partners, and third-party consultants to finalize the design, approach, estimations with assumptions, risks, and dependencies. Negotiated contracts with all parties and executed the SOW for the entire program.
- Delivered a reporting solution (Cognos) for a large group insurance company's claim leave system. The program rescue included evaluation, pilot, and phased production release with an overall application performance improvement of more than 60% (industry standards).
- Contributed to the redesign of the client's operational model through automation, enhanced reporting, and streamlining the operation flow, resulting in increased efficiency and customer satisfaction.

- Led and completed a complex 22-country intercompany integration program in AS400, BizTalk, NET, and Netezza, a two-year effort involving an average of 100 team members in multiple locations for a large property insurance client in the United Kingdom.
- Responsible for reviving the LATAM Policy Admin system implementation for three countries (Argentina, Brazil, and Peru) and successfully delivering the MVP to production through collaboration with global teams in India, the United States, and Argentina.
- Oversaw the rescue of an LND project in .NET, which included re-architecting and re-designing the entire system and successfully delivering the project into production.
- Acted as a program manager for a large private banking portfolio's MIS reporting system and led and successfully delivered the reporting and UI modules to production, while simultaneously serving as an architect and designer for the OLAP data model/ETL module/.NET module Team Management Experience
- Led an operations support team of 17 individuals responsible for critical outage management system setup, streamlined operation support model and cadence, improved reporting, and increased customer satisfaction. Supported two storms in three regions with minimal service disruption.
- Streamlined processes for desktop services, A/V support, and cloud infrastructure maintenance while leading a team of 31 team members. Automation was implemented, reporting was enhanced, and new devices for desktop and laptop upgrades were piloted.
- Led a global team of over 60 members on application development and maintenance projects supporting multiple lines of business for a large group insurance client.
- Managed Invoicing, SOW contracts, and periodic reporting to Client leaders for multiple global clients

PROFESSIONAL EXPERIENCE

Release Train Engineer Company City, ST	03/19 – Present
Sr Scrum Master Company City, ST	06/18 – 02/19
Associate Director Projects Company City, ST	08/06 – 05/18
Systems Analyst Company City, ST	01/05 – 07/06
Systems Analyst Company City, ST	07/99 – 12/04

CERTIFICATIONS

SAFE Advanced Scrum Master®	2014
Certified Scrum Master®	2014
Agile SAFe Lean Portfolio Management® training	2013
ITIL® Foundation certificate in IT Service Management	2012

EDUCATION

Bachelor of Engineering - Computer Science University, City, ST	1998
---	------