# Doreen

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# 513-597-6172

**PROFESSIONAL SUMMARY**

Total IT Experience 9+ Years as Scrum Master and **Business Analyst,**

Experienced and top performing professional scrum master with over 6 years of experience with proven leadership and coaching skills and the ability to inspire and motivate teams to maturity and self-organization. Accomplished, committed and

nd within ed productivity, performance and cost control. Tenured

professional experience across various industries with emphasis on best scrum and agile practices.



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|  | **PROFESSIONAL SKILLS** |  |
| Coaching | \* Jira Administration | \* Conflict resolution |
| Continuous improvement | \* Team Leadership | \*Customer Orientation |
| Waterfall Methodology | \* Backlog Refinement | \*SDLC |
|  | **TECHNOLOGY SKILLS** |  |
| Jira**,** Confluence Azure Devops Rally  Agile SDLC SharePoint Webex |  | \* Scrum, Kanban, SAFe  \* Power Point  \*Microsoft office  \*Skype  \*Microsoft teams |
|  | TECHNIQUES |  |
| Backlog grooming, Burndown chart, Relative Estimation, Acceptance criteria INVEST  Paired Programing |  | * Planning poker * Story Sizing   \*Capacity   * velocity   \*ATDD  \* TDD |

EDUCATION

Degree in Education University of Buea

PSM 1

CERTIFICATION

**WORK EXPERIENCE**

**Senior Scrum Master June 2019 Present Tekcitadel Rochester, MN**

 Facilitate Scrum ceremonies like Sprint Planning, Sprint Review, Sprint Retrospective, Daily Standups to improve self-organization and efficiency.

 Continually refine and evolved agile processes for predictable and rapid software delivery, resulting in hitting 99% of the deadlines.

 Work directly with the Product owner (PO) to define requirements for their private labels (epics and user stories) and write user stories.

 Work closely with the Product Owner, technical stakeholders to clarify the schedule, status and details of each project.

 Use JIRA (similar to Rally) as ALM tool for management of scrum events and backlogs.

 Mitigate and project the team from distractions and removing impediments during the sprint in terms of risks and issues and as little as problems with parking space just to maximize time and remove any distractions.

 Guide the team and organization in effectively employing Agile/Scrum practices and principles to create value and increase customer and stakeholder satisfaction.

 Implement agile methodology using scrum framework throughout the organization from executives to software to marketing across 75 employees.

 Develop methodologies and tools to monitor performance and prepares Executive summaries such as burn-down chart, Epic and Release burndown chart, and burnup chart

**Scrum Master DECEMBER 2016 June 2019**

**IPing Solution, Dallas Tx**

 Facilitated team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work, thereby increasing the average time to deliver a new feature/increment

 Organized and facilitated project planning in MS SharePoint and JIRA, daily stand-up meetings, reviews, retrospective, release planning, demos, and other Scrum meetings.

 Collaborated with the product owner in managing customer expectation for the project deliverables and facilitating internal stakeholder communication.

 Encouraged collaboration among team members and ensured a good working relationship between team members by advocating for transparency and respect there by building trust.

 Championed the transitioning from waterfall to agile while acting as coach and a change catalyst for the team and organization.

 Removed impediments as most projects relied on data from multiple teams, hence requiring constant and effective communication to unblock them and making sure that the teams remain focused on the tasks at hand.

 Used key Scrum metrics (burn down, Velocity) to help manage delivery of committed work as well as managed all scrum boards (physical and virtual).

**Business Analyst Jan 2013- June 2016:**

**Mount Mary HealthCare, CAM**

 Provided guidance and leadership to ensure the team maintains focus on quality and continuous delivery to increase effective execution, adoption, and team productivity.

 Primary focus was on driving the tactical day-to-day product delivery process, including escalating impediments that kill productivity or block the

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 Determine requirements and deliver driven recommendations and reports to executives