

Nicole Wilker

Agile Leader

Coach and Mentor | Process Evangelist | Facilitation Specialist

Successful agilest with a background in software engineering. Able to build trust and team congruency to move everyone toward the finish line. Skilled at helping clients navigate their path to victory.

Professional Experience

PROLOGIS, DENVER, CO 2018-2021

SCRUM MASTER / AGILE COACH

- Agile leader to 6 global teams across 3 countries creating an Industrial Real Estate service application used by the over 80% of the company's customers and vendors.
- Supported internal and external teams in a fast-paced and diverse environment leveraging skills such as effective collaboration, facilitation, leadership and coaching.
- Initiated SAFe practices across the program. Increased output and velocity by over 50%, limited scope creep by 25% through education and creating buy in. Expanded team cohesion by encouraging team self-management and organization.
- Created and facilitated a modified Program Increment planning series for the teams involved in the highest visibility program.
- Jira Admin and mentor on Agile methods and challenges for 20+ teams within the IT structure and their Scrum Masters/Delivery Leads.
- Trained over 150 IT staff on Agile standards, JIRA, and Confluence.
- Mentored current and upcoming Scrum Masters in best practices and company specific standards. JIRA dashboards, filter foundations, and metrics creation which included 12 specific data points and graphs.
- Established and facilitated monthly community of practice for Scrum Masters and Delivery Leads.
- Spear headed the Women of Prologis program to give Women, those that identify as Women and their Allies a safe place to share ideas, learn, and network.

HOMESPHERE LLC, DENVER, CO 2017-2018

SENIOR BUSINESS ANALYST / SCRUM MASTER

- Provided Project Management, Business Analysis and Process Improvement across multiple concurrent programs and projects.
- Initiated a Program Management Office (PMO) - created and upheld project management standards and best practices for documentation and artifacts.
- Contributed outstanding interpersonal and collaborative skills, writing expertise, problem solving abilities, and small group leadership, across all levels of the company structure.
- Ensured optimal internal customer service working with and engaging both IT and Business "customers" in discovering and documenting comprehensive process and role details.
- Served as Scrum Master for a newly minted Agile development team, implemented processes and ceremonies
- Successfully completed initial market release of new enterprise web application, and subsequent updates of enhancements and additional features.

Certifications

Scrum Alliance:
Scrum Master

Scaled Agile:

SAFe Program Consultant 5.0
SAFe Release Train Engineer 5.0
SAFe Scrum Master

SCRUM/AGILE – Certified SAFe Program Consultant 5.0 ready to lead the team on the best possible path during their agile journey.

LEADERSHIP – Committed to quarterbacking internal teams through the exchange of knowledge, experience, and goal sharing to optimize strategies.

Key Skills

- Scaled Agile Framework
- Scrum
- Atlassian Administrator
- Business Process Improvement
- Agile Team Facilitator
- Problem Solving
- Integration

Education

Bachelor of Science
Computer Science
University of Massachusetts
Amherst, MA

LRS – PENSION GOLD, DENVER, CO

2016 – 2017

BUSINESS ANALYST

- Developed and implemented pension administration software for retirement systems in the defined-benefits retirement market segment. Played a vital role in understanding each customer's unique business processes and how those processes drove the configuration and customization the PensionGold software.
- Understood the customers' defined benefit plan rules, practices and processes and able to apply that knowledge when preparing technical designs for customizing the product.
- Created detailed design documents identifying the customizations required to the product through interviews with customers delving into their specific pain points and needs.

TEGRIT GROUP, DENVER, CO

2012 – 2016

SENIOR BUSINESS ANALYST / SYSTEM ANALYST

- Completed 20+ modules including insurance, member portal, call center and benefit calculation for 80K participants.
- Provided superior customer service by creating a new online portal for vendors to upload premium deduction files.
- Designed Visio flow diagrams to support each module and created technical design specifications.
- Analyzed 100+ documents and files.
- Created technical design specifications.
- Standardized outputs to improve client comprehension.

SAGITEC, DENVER, CO

2009 – 2012

BUSINESS ANALYST / SYSTEM ANALYST

- Implemented over 15 significant modules for multiple clients on budget and ahead of schedule.
- Completed 100+ documents. Recorded processes, enhancements, business requirements and functional design.
- Wrote 45 modules for the company training manual. Trained staff members.
- Performed 100+ interviews and product analyses.

GUNTHER DOUGLAS ON CONTRACT TO PSI, DENVER, CO

2008 – 2009

BUSINESS ANALYST / SYSTEM ANALYST

- Analyzed workflow and client acceptance of new application after improving usability.
- Provided 10 demos for clients.
- Completed monthly-required documents and functional design specifications.

3T SYSTEMS, DENVER, CO

2007 – 2008

SENIOR CONSULTANT / IT TO BUSINESS LIAISON

- Implemented Mortgage Cadence Orchestrator, customizable mortgage software to replace paper systems.
- Saved clients time and money by streamlining business processes and providing efficiency planning.
- Provided 50+ required documentation, functional designs and training packets per client.

RED OMEGA SOLUTIONS, HIGHLANDS RANCH, CO

2005 – 2007

EMPOWER! CONSULTANT / CO-OWNER

- Developed custom software.
- Implemented Empower, a customizable mortgage software program for Pulte Homes.
- Transferred clients to electronic solutions for their mortgage processing. Improved efficiency.
- Provided comprehensive staff training.
- Hosted technical conferences for the IT developer community. Managed registration, speakers, scheduling, and volunteer participants.

Distinctions

Agile Evangelist – Speaker - Women in Agile – Denver (2021)
Meeting Coordinator – International Institute of Business Analysts (2015-2016)
Volunteer Community Ambassador - University of Massachusetts
Team Leader for Climb for Air – American Lung Association