

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.

Certified SAFe Program Consultant 5.0 ready to lead team on best possible path during their agile journey.

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

Key Skills

Agile Frameworks| Business Process Improvement | Agile Team Facilitator

Professional Experience

RED HAT, DENVER, CO

2021-PRESENT

PRINCIPLE AGILE PRACTITIONER

- Coach over a dozen globally distributed teams, 5 to 20 people per team, experimenting, developing, nurturing, and supporting Agile and Lean behaviors.
- Facilitate 1-on-1 coaching sessions with scrum masters, team leads, managers and others in order to further the understanding of the benefits of Agility across the entire OpenShift structure
- understanding Agility across the entire OpenShift structure
- Improved team cohesion, velocity, and throughput for OpenShift via discussion, decision making, and conflict resolution.
- Suggested techniques to improve engineering output, cross functional communication (in and out of the team), and work synchronization through observation and demonstrations.
- Established and supported a psychologically safe environment where problems, suggestions and experiments could be addressed.
- Contributed to product roadmap planning, project scheduling and release management.
- Updated large scale planning processes to increase cross functional coordination of engineering and the larger organization.
- Developed metrics to help improve team effectiveness, including dashboard reporting.
- Share information and knowledge with others through service leadership and communities of practice within the company.
- Lead OpenSpace events 1-2 times a year.
- Speaker at Red Hat Summit.

PROLOGIS, DENVER, CO

2018-2021

SCRUM MASTER / AGILE COACH

- Led 6 global teams across 3 countries developing an Industrial Real Estate service application used by over 80% of company's customers and vendors.
- Directed 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.
- Coached 20+ teams on Agile methods and challenges within the IT structure including Scrum Masters and Delivery Leads.
- Instructed 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 including 12 specific data points and graphs.

HOMESPHERE LLC, DENVER, CO 2017-2018

SENIOR BUSINESS ANALYST / SCRUM MASTER

- Furnished 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.
- Provided 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
- Delivered initial market release of new enterprise web application, and subsequent updates of enhancements and additional feature.

LRS – PENSION GOLD, DENVER, CO 2016 – 2017

BUSINESS ANALYST

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

TEGRIT GROUP, DENVER, CO - SENIOR BUSINESS ANALYST / SYSTEM ANALYST. 2012 – 2016

SAGITEC, DENVER, CO - BUSINESS ANALYST / SYSTEM ANALYST 2009 – 2012

GUNTHER DOUGLAS ON CONTRACT TO PSI, DENVER, CO - BUSINESS ANALYST / SYSTEM ANALYST. 2008 – 2009

3T SYSTEMS, DENVER, CO - SENIOR CONSULTANT / IT TO BUSINESS LIAISON 2007 – 2008

Certifications

Scrum Alliance: Scrum Master

Scaled Agile: SAFe Program Consultant 5.0
SAFe Release Train Engineer 5.0
SAFe Scrum Master

Distinctions

- Agile Evangelist** –Speaker (nicolewilker.com for more info)
- Meeting Coordinator** – International Institute of Business Analysts (2015-2016)
- Volunteer Community Ambassador** - University of Massachusetts
- Team Leader for Climb for Air** – American Lung Association

Education

Bachelor of Science - Computer Science
University of Massachusetts Amherst, MA