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| **Top Skills***Highly-Experienced Contract Consultant* | * Agile Transformations
* Certified Agile/Scrum Coach and Startup Specialist
* Certified Scrum Teacher
* Technical Program Management with Scrum Master Certification
* Systems Analyst, Process Development, and Implementation
 | * Technical Product Management with Scrum Product Owner Certification
* Atlassian JIRA and Confluence Design, Implementation, and Management
* Microsoft Azure DevOps Implementation and Management
* ChatGPT Prompt Engineering
* ChatGPT Role-based Strategy and Research
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| **Sr. Scrum Master*Starbucks (Corporate)***Aug 2023 – April 2024Agile TransformationTechnical Scrum MasterAgile CoachSystems Analysis | **Senior Scrum Master:** Led 3 project teams, the Real Estate Transaction Management (leasing) team, the Atlas (geolocation/geospatial) team, and the Portfolio Management Team (finance and resources). Ran standups, sprint planning, sprint retrospectives, and other Scrum ceremonies. Established cross-team communication and Scrum practices using Jira. **Agile Transformation:** Codified Scrum practices, mentored other Scrum Masters, training Scrum teams, generated definitions of Ready and Done, defined development practices and standards, worked with both on-shore and offshore development teams, and smoothed cross-project communications and processes. **Systems Analysis:** Studied inter-team dynamics, mapped ServiceNow processes, wrote and negotiated working agreements to improve the flow of work and prevent bottlenecks for engineering.  |
| **Consultant*Tooliedotter Press***April 2023 – August 2023Content StrategistExecutive-Level TrainingAgile Coach | **Consultant**: Took 3 paid courses on ChatGPT to learn prompt engineering. Practiced role-based strategic interactions with ChatGPT for executive-level training and consulting; generated content for blog posts (personalized and customized), generated marketing materials and marketing copy for websites (also customized); generated training content for Agile/Scrum scenarios; and used ChatGPT to solve programming problems for in-house software utilities.  |
| **Sr Scrum Product Owner/Scrum Master*Expeditors/Helo Team***May 2022 – March 2023Product and Team StrategistTechnical Scrum MasterAgile Coach | **Product Co-Owner**: Joined this pre-product Strategy and Innovation startup team, participating in top-level strategic short- and long-term product and team decisions. Wrote Epics, Features, and Stories for the Product Team and contributed to UX/UI design and processes. Created RACI, critical path, and other process diagrams, and enforced Scrum best practices. **Agile Transformation:** Initiated Scrum practices for 5 development teams to use Azure DevOps (ADO). Mentored Team Leads in scrum practices, established sprints, sprint planning, sprint retrospectives, and other Scrum processes. Interviewed and onboarded new team members, mentoring them in team culture and scrum practices. Cleaned up prior ADO content, and updated a 450-page internal Wiki with current practices and team "tribal" knowledge.  |
| **Product Analyst and Agile Coach (SAFe)*Boeing Global Services***March 2022 – June 2022Product AnalystRelease Train Engineer (RTE) | **Systems Analyst:** Did a broad analysis of the 5 teams who develop the code for a 3-D design environment. Identified strengths and weakness, interviewed development and test leads for process improvement. **Scrum Master/RTE:** attended and conducted Daily Standups, and led quarterly Program Increment (PI) planning for a team of over 100 people. Coordinated with the Development manager on Azure DevOps (ADO) best practices and Backlog Grooming; with the project manager (PMO) on scheduling; and with management for on-boarding. Represented our teams to the Solution and Executive levels. |
| **Sr. Technical Product Analyst and Coach *Expedia Group***October 2021 – March 2022Sr. Technical Product AnalystAgile/Scrum Coach | **Sr. Technical Product Analyst:** Led a data lineage/data catalog project within the development team to identify and gather metadata on an extremely complex streaming data system. Worked across teams to facilitate data transfers and data governance across the enterprise. Worked with the Division director on improvements to their software intake process to adjust it to Scrum principles and behaviors. **Agile Coach:** Created and delivered comprehensive Scrum training to 6 teams of software and data engineers, as well as a team of technical program managers on 3 continents.  |
| **Technical Product Owner/Manager *98point6 Telemedicine***Apr 2021 – October 2021Technical Product Owner/ManagerScrum Master | **Product Owner:** Coordinated with the Senior Product owner to establish product requirements and acceptance criteria, and contributed to this healthcare project strategy. **Scrum Master/Agile Coach:** Took on a previously shelved product feature and helped ship it in less time than forecasted. Set up Scrum practice based on Atlassian Jira. Cleaned up the backlog and established Scrum Ceremonies; ran Daily Standups, Sprint Planning, Sprint Refinement, and Sprint Demos; and taught the team how to more effectively use Jira. **Technical Analysis**: mapped the connections between multiple services for three additional features to aid rapid technical design.  |
| **Sr. Technical Product/Scrum Manager *Providence Health***Aug 2020 – Mar 2021Sr. Technical Product ManagerScrum MasterAs-Built Technical Documentation | **Product Owner:** Reported to the Director of Marketing Platforms Data Engineering, on a provider data management project. Coordinated with third-party vendors, managed schedules, and contributed to project strategy. **Scrum Master:** set up a new Scrum practice based on Microsoft Azure DevOps. Designed area paths, set up Git repositories, established Scrum Ceremonies, ran Daily Standups, and coordinated with the larger DevOps practice within the company. **As-Built Docs**: Wrote a huge set (over 300 pages) of as-built documentation of a massive master data management tool that ran extract/transform/load (ETL) operations and deduplication of over 7 million records. Tracked personnel, vendor sources, and per-table connections using Oxygen XML and related tools.  |
| **Sr. Technical Analyst & Program Manager *JPMorgan Chase Commercial Real Estate***March 2019 – Feb. 2020Agile CoachingExecutive-level Project Management & ReportingBudgeting & Forecasting | **Project Analysis & Management:** Reported to the Chief Technology Officer, served as a Project Manager for an IT software development organization of 115 people in 4 US cities plus Bangalore, India. Measured and tracked KPIs, and provided progress reporting to the management team on 6 active projects as well as smaller applications. Produced executive-level slide presentations, reports, and narrative documents that are delivered to the entire CTO/CIO level within the division. **Budget:** Coordinated multi-year, $2.2 million budget efforts by provided data for long-term planning. Worked with Finance and Strategy on roadmaps, headcount tracking, and personnel. **Agile Coach:** Provided coaching to 4 existing teams; coordinating knowledge-sharing sessions, and driving improvements in staff tracking, management, and education. |
| **Sr. Technical Product Manager/Certified Scrum Master*Providence Health***May 2018 –March 2019Scrum Master/Project ManagementProcess Analysis and DevelopmentCustom ProgrammingData IntegrationUser Acceptance Testing | **Sr. Product/Program Manager:** Led the day-to-day strategy, coordination, and implementation of a large-scale commercial CMS website consolidation across an entire health system of 875 hospitals and clinics that serve 5 million patients. Coordinated the involvement of multiple stakeholders including hospital CEOs, Marketing & Communications, UX/UI designers, external vendors, and remote team members. Developed project strategies, wrote and assembled requirements, identified KPIs, created an infrastructure for task tracking using Atlassian JIRA and Confluence; created schedules using Atlassian Portfolio; set up content tracking using Smartsheet. **Scrum Master for Data Integration Project:** Led the integration of patient data with a new marketing platform to expand communications with patients and prospective patients. Conducted daily scrum calls, working directly with developers, writing test cases, and coordinating user acceptance testing. Provided Agile coaching and trained team members on Agile/Scrum principles and conducted regular Scrum meetings such as Daily Standups, Sprint Planning, and Retrospectives. Programmed custom reports for progress tracking, and wrote custom code to tie external systems together.  |
| **Senior Technical Manager/Amazon Web Services Projects*Bridge Partners Consulting*** Aug 2016-March 2018Senior Technical PMProcesses and OperationsAWS Technical ExpertScrum Master | **Technical Product Owner:** Conducted strategic planning sessions, and writing messaging and positioning documents. Designed overall team workflows, established task tracking and communications using Atlassian JIRA, Atlassian Portfolio, and other add-ons, and served as administrator. Codified deliverable types, worked with visual designers, tracked KPIs, worked on time-based, effort-based custom-programmed reports, and mentored new hires. Deliverable types included technical blog posts, case studies, and architectural diagrams. **Direct-to-Client Consulting:** Program-managed several projects to expand awareness about our client's partner platform, partner software marketplace, and use case-based content. Provided Agile coaching and trained team members, conducted daily scrum/Kanban meetings, and acted as subject matter expert for a team of 25 consultants working for Amazon Web Services.  |
| **Technical Internal Communications PM *Disney Interactive Media (Vendor)***April 2016-June 2016 Process and Content Analysis | **Technical Marketing Analysis:** Worked with the Senior Enterprise Architect to develop a campaign to bring developers into compliance with a program instituted after open-source software was already in use. Analyzed existing processes to identify coverage gaps, and encouraged streamlining of workflows prior to the start of the campaign. Created branding, selected imagery, and chose accompanying themes. Restructured the documentation, rewrote existing content, and redesigned and enhanced their Atlassian Confluence site. Wrote communications for Slack, Yammer, and email campaigns. Developed an editorial calendar to maintain ongoing communications.  |
| **Senior Content Consultant/Presenter*Microsoft Corporation (Vendor)***Nov 2015-Feb 2016Content Analysis, PlanningGithub Community Content DevelopmentField Training Programs | **Content Analyst:** Analyzed the existing Executive Briefing Center's intellectual property assets, and developed new content to deliver to visiting executives, delegations, and internal briefing leaders. Synthesized demonstration content from transcribed recordings, rearranged and updated content to match mandated objectives, and developed new content to address the training requirements provided by on-site staff. **Technical Presenter:** Developed entirely new demonstrations, with preparation steps and step-by-step scripts. Delivered demonstrations to foreign delegations via line-by-line translations. Reviewed and analyzed existing style guides from multiple sources and pulled together the best quality and most compliant documentation on writing and editing for internal team use.  |

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| **Technical Communications Program Manager*SpaceCurve, Inc.***Feb 2013-Aug 2015Content Analysis, Planning, DeliveryCustomer and Field Training ProgramsDeveloper Community Online ManagerInternal AWS Specialist | **Technical Program Manager:** Analyzed the existing corporate intellectual property assets, and developed a plan to capture, develop, and distribute a consistent message to prospects and customers through corporate content, including slide decks, booth demos, hands-on labs, online self-paced training, and standard documentation. Designed the first documentation set (including the overall appearance and structure) for a Big-Data and Internet-of-Things database platform, working directly with senior management to prioritize content over numerous releases, including technical materials for Marketing purposes.**Technical Presenter:** Prepared 13 hours of on-site and remote customer training. Worked with senior management and field personnel to prioritize content. Wrote original slides and hands-on labs, and utilized other corporate slide content. Incorporated customer demos from Field personnel; negotiated training logistics, and delivered training online and at customer locations.Designed, installed, and populated an online developer community using add-ons and custom code for the existing corporate site. Worked with programmers to capture existing customer demo applications and have them converted to integration tools. Worked with the Sales department to automatically capture developer leads for grassroots adoption.Researched, analyzed, and initially managed AWS assets for the company, training employees as needed, and serving as an ongoing resource. Worked directly with AWS personnel on solutions to SpaceCurve’s infrastructure needs, including EC2, IAM, SES, Route 53, CloudFront, CloudFormation, and other AWS services. |
| **Sr Technical Media Consultant & Writer *Amazon Web Services****.*May 2012-Feb 2013Videos for the [Corporate YouTube Channel](http://www.youtube.com/amazonwebservices)Cloud Technical Content | **Content/Media Consultant:** Advised on training media development. Created developer documentation (conceptual, topical, and reference) and screen-capture, how-to video content for Amazon's Web Services' video channel on YouTube.Wrote technical content for multiple AWS products: Amazon S3, Amazon EC2, Identity and Access Management; DynamoDB and others.  |
| **Chief Consultant and Business Analyst*Tooliedotter Press***Sept 2003 - PresentTechnical Project ManagementContent DevelopmentInstructional DesignWeb Design & Development | **Business Consultant:** Tooliedotter Press provides business strategy and process analysis, technical project management, and content and marketing consulting services. Worked with over 100 individual entrepreneurs, small businesses, and associations to identify intellectual property worth expanding and monetizing. Produced, refined, or repaired over 150 websites, blogs, article sites, and membership sites for clients and for the company in a 9-year period, including visual design, site flow, UX, and layout. Cultivated technical content for products sold over the Internet; created screen-capture video training modules; created content for and delivered over 120 webinars on technology, including online skills for entrepreneurs, and HTML/CSS classes for entrepreneurs and small businesses. |
| **Compatibility 100 Program Director*Microsoft Corporation***July 2000-Jun 2001Customer Application Development/Deployment Assistance | **Technical Program Manager:** Worked directly with Fortune 500 technical leadership on an existing program that provided on-site assistance to large accounts worldwide (10,000 desktops or more) that deployed Windows 2000 and Active Directory. Negotiated with Field representatives and customers to set up test labs, collect application lists, and provide on-site IT and development resources during the testing visit. Guided the Windows PSS engineering team to develop a demonstration application and accompanying tutorial that takes users through the use of tools to solve application compatibility problems on their own.  |
| **Product Owner & Evangelist*Microsoft Corporation***1997-1999Product Owner Product Planning Public Communications | **Technical Program Manager:** For the In-Memory Database (IMDB) project, maintained the product specification and directed adoption efforts. Worked with developers and testers on product plans, returned customer feedback to the product team that added and improved product features. Presented at major conferences, and as event coordinator, developed joint presentations and supervised the creation of demonstration applications.  |

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| **Education*****Bachelor’s Degree****, Wheaton College, Wheaton IL****Master’s Degree****, Calif. State Univ. at Fullerton* | **Programming Languages and Tools****Agile Development** *–* JIRA, Azure DevOps, Confluence, Git, GitHub**Project Management** – Clarity PPM and related tools**Program in** *–* PHP, HTML, CSS, XML, XSL, XSLT, Markdown, JavaScript |
| **Credentials*****Certified Scrum Product Owner*** *– SCRUMstudy.com****Certified Scrum Master*** *– SCRUMstudy.com****Certified Agile Master*** *– SCRUMstudy.com****Certified Scrum Trainer*** *– SCRUMstudy.com****Authorized Training Partner*** *– SCRUMstudy.com****National Speakers Association*** *– Professional Member, Local Past President, and National Leadership Team Member****State of California*** *– Community College Lifetime Instructor Credential #* *369747****State of Illinois*** *– Teaching Credential (expired)* | **Media Skills****Adobe Creative Suite**: Premier Pro, Dreamweaver, Photoshop, InDesign, Audition, Acrobat Pro**Video:**Screen Capture (Camtasia), Full-motion Video, Voiceovers**ChatGPT Skills****ChatGPT Prompt Engineering**: Interactive Strategy and “As-If” Role Play; Research, Content Generation, and Customization; Software Code Problem-Solving |
| **Books****Co-author** *– MFC Programmer’s Workshop*, Frank Crockett and Jocelyn Garner, Microsoft Press | **Spoken Languages**Read, write, and converse in French, Spanish, German, and Italian. |