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| **RICHARD**  |  |

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USC

Available Immediately

**SUMMARY:**

* **Certified Scrum Master & Product Owner** offering **10+ years** of combined professional experience with an impressive record of delivering software projects scheduled deadlines.
* Seasoned **IT** **Project Manager/Scrum Master** adept at leading and overseeing teams in the IT industry, demonstrating a proven history of success.
* Successfully supervised a team of 12 staff members, ensuring efficient project execution and delivery.
* Proficient in organizing and facilitating Teams code Release and Sprint planning, including daily stand-ups, reviews/demos, and retrospectives.
* Proactive problem solver who identifies issues, seeks input from stakeholders, and implements effective solutions.
* Skilled in partnering with business and operations leaders to clarify scope and requirements, evaluate solutions, and define success metrics.
* Contributed to the gathering, writing, and reviewing of Functional & Non-Functional requirements for multiple projects.
* Operated within the Agile methodology, specifically in a SAFe environment as a Scrum Master.
* Collaborated with UX & UI designers to enhance the user experience of Medicare Enrollment Website.
* Strong communication skills, keeping all stakeholders informed of team progress and serving as a buffer between the scrum team and process overhead.
* Proven ability to remove impediments and blockers to ensure the completion of development and QA work.
* Experienced in resource management, status reporting, and customer expectation management.
* Expertise in working with Encompass software, analyzing loan documents, and implementing change enhancements.
* Proficient in Microsoft Excel for developing work inventory tracking spreadsheets.
* Skilled in serving as an Empower LOS SME, providing support to clients and internal customers on product-related issues.
* Extensive knowledge of Mobile Apps, such as Blend Application, Fannie Mae DU, Freddie Mac LPA, and Mavent.
* Experienced in monitoring implementation progress, tracking new loan activity, and serving as a liaison between end users and the development team.
* Strong skills in requirements analysis, estimations, and configurations for mortgage software upgrades.
* Experienced in serving as a Product Owner and Scrum Master simultaneously, ensuring effective collaboration and customer satisfaction.
* Proficient in facilitating Scrum ceremonies, release planning, and backlog management.
* Excellent coach and mentor, promoting self-direction, accountability, and transparency within teams.
* Highly successful in mentoring, coaching and leading technical Teams in adopting the Agile/Scrum Methodologies and best practices.

**TECHNICAL SKILLS:**

* Jira
* Jira Align
* Confluence
* SharePoint
* MS-Office
* SME: (Mortgage Banking domain)
* Scrum Ceremonies
* Agile Methodologies

**WORK EXPERIENCE:**

**Cognizant Technology Solutions: Program / Delivery Manager 11/2021 – 1/2023**

**2 Projects: Truist Bank Mortgage Software integration & GBD Medicare Enrollment (GBD Medisys)**

* Supervised team of 12 staff members
* Organized and facilitated Teams code Release and Sprint planning - including daily stand-ups, reviews/demos, and retrospectives.
* Proactively identifying problems on projects, plans, and finding solutions by seeking input from stakeholders and understanding the full solution.
* Partner with the business and operations leaders as well as solution delivery teams to clarify scope and requirements, evaluate solutions and tradeoffs, plan and execute work, and define and measure success.
* Contributing to the gathering, writing, and reviewing of Functional & Non- Functional requirements.
* Operated within the scope of the Agile methodology.
* Scrum Master in a SAFe environment: Facilitating Scrum Ceremonies, daily stand-ups, Capacity planning, Refinement sessions, Sprint Planning, and Retrospectives.
* Worked with the UX & UI designers for Medicare Enrollment Website.
* Keeping all stakeholders informed on team progress. Actively served as a buffer between the scrum team and process overhead.
* Utilized Jira for efficient project management and tracking.
* Skilled in creating UML diagrams to visually represent system architecture and design.
* Managed documentation and collaboration through SharePoint.
* Used MS Visio to create visual representations of project workflows and processes.
* Removed Impediments that were blocking the development team and QA teams from completing their work.
* Contributed to resource management, status reporting, onsite-offshore liaison, customer expectation management and managing cost & schedule.

**Harbor Pointe Consulting: Program / Delivery Manager 03/2021 - 11/2021**

* Scrum Master for offshore Scrum team by using Agile methodology and scrum practices. Collaborating with stakeholders, including but not limited to, Origination, Secondary Marketing and Mortgage Lending Administration, to elicit business needs, gather requirements and offer solutions.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution, and transparency.
* Used Microsoft Excel to develop Work inventory tracking spreadsheets.
* Served as an Empower LOS SME and provided support to all clients, including internal customers on product related issues and questions.
* Served as a SME for Mobile Apps (Blend Application, Fannie Mae DU, Freddie Mac LPA, and Mavent)
* Monitoring implementation progress by tracking new loan activity and serving as a liaison between end users and software development team.
* Performed Requirements analysis & Estimations for upgrades and changes to the Empower LOS software.
* Assisted with Empower setups with Users, Loan field Hook, web screen Builder.
* Proficient in Jira for managing and tracking project progress, user stories, and sprint planning.
* Utilized SharePoint as a collaborative platform for team communication, document sharing, and project documentation.
* Performed light Configurations and Validating and migrating new or updated configurations in the Empower Mortgage Software.
* Interpreted and analyzed UML diagrams to understand system functionality and relationships.
* Used MS Visio for creating visual representations, such as process flows and diagrams, to enhance project understanding and communication.

**Unique Systems Skills LLC: Program / Delivery Manager 11/2020 - 02/2021**

* Served as a mortgage process SME & Product Owner with deep understanding of multiple functional areas within the mortgage life cycle.
* Defining business requirements related to mortgage business functions and customer interaction. Working with the business to develop test plans, test scenarios, and test cases that will be used to ensure application changes meet business requirements.
* Facilitated individual and group client meetings to gather input on current state and future requirements.
* Serving as the Scrum Master for offshore Scrum team by using Agile methodology and scrum practices.
* Intricate team player with assisting the product owner and development team to achieve customer satisfaction.
* As Scrum Master, I resolved conflicts, removed impediments and issues as well as coached team members on self-management, accountability, and transparency.
* As Scrum Master, I facilitated overall Release and Sprint planning - including daily stand-ups, reviews/demos, and retrospectives.
* As the product owner I was the primary point of contact for all stakeholders on matters of the product.
* As the product owner I collaborated closely with cross-functional teams to ensure that the product meets customer needs and is delivered on time and within budget.
* As the product owner I Worked with and assisting with education/knowledge were transferred to the Development & QA teams.
* Proficient in UML diagram types such as use case diagrams, class diagrams, sequence diagrams, and activity diagrams.
* Ensured that the backlog items were clearly defined and understood as well as properly estimated by the development team.

**Compunnel Software Group: Scrum Master 07/2020 - 10/2020**

* Implementing change enhancements requests within the Encompass software current state.
* Expertise in Agile methodology, specifically Scrum, for effective project execution.
* Analyzing generated Initial loan documents and Closing documents confirm accuracy of requested changes.
* Testing of changes related to Encompass applications and third-party venders such as Doc-Magic.
* Monitors project progress by tracking activity, liaison between end users and software development team.
* Reporting bugs/issues in data that has been gathered within the compliance department.

**Synovus Bank: Scrum Master/ Delivery Manager 07/2018 - 07/2020**

* Facilitating Scrum Ceremonies, daily stand-ups, Capacity planning, Refinement sessions, Sprint Planning, and Retrospectives.
* Actively promoted Agile principles and values, fostering a collaborative and self-organizing team environment.
* Keeping all stakeholders informed on team progress. Actively working as a buffer between the scrum team and process overhead.
* Removed Impediments blocking development team and QA teams from completing their work.
* As the Product owner I served as a liaison between the mortgage business division and development.
* Translating product managers' strategies to tasks for development
* Create and publish informal user documentation to handle frequently asked questions (FAQ) as well as provide step-by-step instructions for using key components of company Loan Originating System.
* As the product owner I was the liaison between third party Mobile Apps (Blend Application, Fannie Mae DU, Freddie Mac LPA)
* As the product owner I managed and prioritized the product backlog.
* Ensured the product backlog items were clearly defined, well understood, and properly estimated by the development team.

**Eagle Home Mortgage: Program Delivery Manager/Scrum Master 04/2016 - 06/2018**

* Scrum Master of teams that ranged from 9 to 15 team members.
* Principle Scrum Master the in Encompass LOS implementation.
* Skilled in implementing Agile and Scrum methodologies to drive project success.
* Conducting Scrum ceremonies such as Sprint Planning, Daily Standup, Sprint Review, and Sprint Retrospective.
* Assisted in developing training materials in line with industry and investor changes.
* As the Scrum master I was responsible for Identifying and removing any impediments that may be preventing the team from delivering value.
* Responsible for coaching the team on Scrum principles and practices. Which included helping the team to self-organize, and to continuously improve their processes.
* As a Scrum Master I Protected the team from outside distractions and interruptions.
* As the scrum master, I was responsible for Keeping all stakeholders informed on team progress. Actively working as a buffer between the scrum team and process overhead.

**Navigator Lending Solutions: Scrum Master 08/2015 - 02/2016**

* Coached a team of 10 to higher levels of maturity by improving their process and ensuring they adhered to

the Scrum framework.

* Facilitated discussion, decision making, and conflict resolution across 4 cross-functional teams.
* Ensured user stories were 100% ordered, defined, and ready to be worked on by the team.
* Resolved complicated Conflicts by identifying the root case, working with all parties involved and finding common ground and redirecting discussions toward the customers expected outcome.
* Interfaced with 3 product owners on an active basis to manage product backlog and sprint activities.

**The CSI Companies: Scrum Master 03/2015 - 08/2015**

* Managed and lead the end-to-end lifecycle of multiple strategic projects, ensuring adherence to project goals, timelines, and budget constraints.
* Analyzing mortgage information in system and verifying the process, so the development team could have clear understanding of updates or changes that needed to happen, as well as new integrations of third-party applications.
* Assisted with Writing test Scripts for specific areas of system testing and Maintaining TFS data.
* Scrum Master for offshore team of 15.

**Express Pros: Scrum Master 5/2013-10/2014**

* As the Scrum Master I managed and lead the end-to-end lifecycle of multiple strategic projects, ensuring adherence to project goals, timelines, and budget constraints.
* Collaborated with key stakeholders to define project scope, objectives, and success criteria.
* Conducted comprehensive business analysis, including requirements gathering, process mapping, and data analysis to identify opportunities for process improvement and system enhancements.
* Developed project plans, including work breakdown structure (WBS), project schedules, and resource allocation.
* Monitored project progress, identified, and mitigated risks, and proactively addressed any issues or roadblocks.
* Facilitated effective communication and fostered strong relationships with cross-functional teams, executive management, and external vendors.
* Conducted regular project status meetings, providing updates on project deliverables, risks, and issues.
* Managed project budgets, tracked expenditures, and ensured efficient allocation of resources.
* Conducted business process mapping and analysis to identify areas for process improvement.
* Collaborated with the development team to ensure accurate translation of business requirements into technical solutions.
* Conducted user acceptance testing (UAT) and oversee the implementation of project deliverables.
* Provided post-implementation support, including training, documentation, and user adoption strategies.

**Robert Half, Inc: Scrum Master 06/2012 - 05/2013**

* Directed daily scrums with 6 Scrum teams (comprised of various pods, including developers, QA testers, and product owners)
* Guided 8+ teams through delivery by managing scope, risks, and issues, resolving at the lowest level, and escalating as needed.
* Supported release planning and solution architecture design as needed.
* Partner with the business and operations leaders as well as solution delivery teams to clarify scope and requirements, evaluate solutions and tradeoffs, plan and execute work, and define and measure success.
* Assisted in some Beta testing, Regulations Acceptance testing.
* Conducted regular project status meetings, providing updates on project deliverables, risks, and issues.
* Conducting Scrum ceremonies such as Sprint Planning, Daily Standup, Sprint Review, and Sprint Retrospective.

**Bella Homes LLC. Corporate Trainer & Client Relations Liaison 10/2011 - 05/2012**

* Coaching and training in-house staff and satellite office staff corporate procedures and standards.
* Point of contact for vendor relations as well as loss mitigation of client banks and mortgage companies.
* Maintained and developed professional relationships with all clients.
* Collaborated with sales and marketing team and prepared reports for clients.

**BBVA Compass Bank: Sr. Mortgage Closer 12/2010 - 10/2011**

* Reviewed all loan documents for completeness and accuracy.
* Assembled documents for delivery to title companies.
* Reviewed & approved final HUD 1 form(s)
* Prepared & reviewed Final Truth & Lending form.
* Disbursement of loan funds

**Long Beach Mortgage: Loan Delivery Manager 11/2003 - 08-2005**

* Management of two departments: Loan Review & Post Closing
* Improved the flow of new loans and closed loans by proper staffing and training.
* Trained staff on every kind of loan documentation
* Consulting with IT department for a more conducive business process
* Managed the flow and timelines of denied loans.
* Cleared conditions for presale to the secondary market.

**EDUCATION & CERTIFICATIONS**

Argosy University Atlanta, Business Administration (47 credits), 2010 – 2012

Southeast Missouri State University, 1985 – 1986

**SCRUM Fundamentals Certified** (SFC) Cert. ID 763869

**Certified ScrumMaster Certified** (CSM) Cert. ID  001069260

**Certified Scrum Product Owner** (CSPO) Cert. ID 001069260