**SAFIYA**

**Shahistan@domainexpertsgroup.com**

**832-500-5660**

   Professional Summary

As an innovative Agile coach and scrum master, with a mission to assist organizations in accelerating their digital initiatives from strategy and design to development, testing, implementation, and data intelligence. Throughout my career, with over 15 years working in the banking sector, and having demonstrated a high level of familiarity with agile software development principles, ceremonies and business development. I am eager to join your organization and continue my career as an additional asset, with the focus on removing impediments from teams, creating a healthy work environment, requirement analysis, mentoring, Process Improvement, coaching and delivering customer-centric quality products.

  Skills

|  |  |
| --- | --- |
| * Agile Project Delivery.
* Jira/Azure Devops, Confluence/Mural/Miro
* Stakeholder Management, Negotiation & Communication Skills. Active Listening.
* Risk Management, Planning experience.
* AML, SAP. FT wire Investigations, KYC.
* Agile frameworks like Scrum, Kanban, Lean, XP
 | * Proficiency in Sales force, MTS, Omniflow, Finacle, Flexcube, MS Excel, Power point.
* Knowledge of User Stories, Continuous Integration, ATDD, TDD, Continuous Testing, Pairing, Automated Testing, Agile games.
* Coaching /Mentoring team, Organize and execute Software team training, SAFe and Agile Sprint Ceremonies.
 |

  Work History

Agile Coach

**Rawdus Inc –**  **07/2022 Till date**

**NY**

* Facilitate scrum events Facilitate Scrum ceremonies (Sprint Planning, Daily Scrum, Backlog Refinement, Sprint Demos/Reviews, and Sprint Retrospectives) at regular cadence and ensured full engagement
* Undertake daily follow-ups with individual team members to ensure projects are on track and goals are being met
* Track key metrics via burn-down, burn-up, & team velocity and radiating progress to our stakeholders using toll such as JIRA & Confluence
* Hold stand-up meetings with cross functional teams to review project status.
* Support teams in determining resource allocations to maintain agile practices and ensure smooth project delivery
* Coach senior Managers in agile practices to ensure adoption of best practices from top down
* Facilitate learning and development among employees through individual and team coaching
* Remove impediments to the team’s delivery that reduced the introduction of bugs by 7%, reducing time spent on technical debt by 18 hours per month resulting in the increased delivery of PBI’s by 17%.
* Coach teams and new Scrum Masters in Agile and Scrum towards high-functioning and self-sufficient processes through continuous improvement and deliver 1:1 coaching session to resolve conflict within the team and Agile related guidance.
* Facilitate dependency management/risk management/impediment removal for the team
* Coach Product Owner to clearly define and the Definition of Ready (DOR) & Definition of Done (DOD) for the team.
* Work with Product Owners to facilitate Product Backlog Refinement, define MVP concept and methods for Backlog
* Facilitate scaled planning for the team (Pre Planning/ Preparation and PI Planning Events) and represent the team in Scrum of Scrums/ART Syncs

Scrum Master, 08/2020 to 07/2022

City National Bank – Los Angeles, CA

* Report team project progress to stakeholder, management by tracking various metrics using Jira by populating the dashboard with the tracked metrics and also using them to aid decision making
* Supported the development team on AML Compliance and Fraud investigations.
* Tracked key metrics via burn-down, burn-up, & team velocity and radiating progress to our stakeholders using toll such as JIRA & Confluence
* Help create a healthy environment for the team, continuous improvement, pair programming and peer review.
* Helped with the Coordinating, planning, facilitating, organizing SAFe and scrum ceremonies, Daily stand-up, Backlog refinement, Sprint review and sprint retrospective meetings.
* Work with Agile Coaches to develop and deliver a comprehensive Scrum training program Removed impediments to the team’s delivery that reduced the introduction of bugs and reducing time spent on technical debt.
* Worked multi-function project teams with at least 8-12 team members, including Developers, Quality Assurance, PO and Analysts.
* Helped product owner consistently keep product backlog in good shape and make them ready for future sprints.

Agile Coach/ Scrum Master, 09/2019 to 08/2020

Allwell Medical Services Inc – Los Angeles, California

* During the Organization's agile transformation, supported the organization and team navigation of the scrum process, which revolves around Scrum ceremonies, requirement refinement in the Backlog,continuous inspect and adapt process and work through the SDLC.
* Organized and facilitated sprint planning, daily scrums, sprint reviews, sprint retrospectives, backlog refinement ceremony.
* Helped Remove impediments for the scrum team that reduces project delays in the Application built
* Create and provide onboarding Jira training to provide new employees with an in-depth understanding of internal Agile practices.
* Undertake daily follow-ups with individual team members to ensure projects are on track and goals are being met
* Champion the use of metrics and other objective measures by teams.
* Hold stand-up meetings with cross functional teams to review project status.
* Support teams in determining resource allocations to maintain agile practices and ensure smooth project delivery
* Coach senior Managers in agile practices to ensure adoption of best practices from top down
* Facilitate learning and development among employees through individual and team coaching

Project Manager, **05/2019 to 09/2019**

Beachwood **Post acute and rehab****Los Angeles**

* Oversaw technology implementation, resolving post-delivery adoption issues and challenges.
* Contributed to business development and sales engineering efforts, collaborating with account managers to deliver technical sales presentations and manage clinical trials.
* Liaise with Quality Unit to address and resolve quality and compliance issues and concerns.
* Identified and reviewed service gaps to escalate product quality gaps and shortcomings.
* Identified plans and resources required to meet project goals and objectives.
* Orchestrated projects within strict timeframes and budget constraints by solving complex problems and working closely with senior leaders**.**

Scrum Master, 04/2016 to 04/2019

Eco Bank NGA

* Supported the team for Card production, ATM data upgrade, KYC projects.
* Drove the integration, operations and management of the Omni-channel including email, social media, phone access to attend to customer needs/complaints including real-time documentation and feedback analysis
* Organized and facilitated sprint planning, daily scrums, sprint reviews, sprint retrospectives, backlog refinement ceremony.
* Provided tool (MS excel, Finacle, Jira and confluence) education, troubleshooting, setup, and general administration to the team
* Resolved conflicts within and across teams without bias, favoritism, or nepotism
* Tracked various metrics using Jira, populated the dashboard with the tracked metrics and used them to aid decision making
* Developed training slides and exercises, planned and facilitated various trainings in Agile, Scrum and Kanban

Senior Business Analyst, 11/2013 to 03/2016

Eco Bank NGA

* Created and improved intelligence resources to facilitate consistent data management strategies.
* Analyzed sales, profitability and market conditions and presented findings in cohesive format.
* Built library of models and reusable knowledge-based assets to produce consistent and streamlined business intelligence results.
* Recruited new members for business analysis team to support division growth and create strong and productive department.
* Recruited employees to foster division growth and replace underperforming staff.
* Analyzed open orders, backlog, and sales data to provide sales team with insights.

Business Analyst, 11/2006 to 10/2013

Oceanic Bank International Plc, NGA

* Utilized tools and techniques standard to business analysis
* Acted as a point of contact for feedback and provides support to end-users to resolve issues
* Reviewed test cases and performed user testing
* Worked with partners to capture requirements in a standard format that can serve as the foundation for developing technical documentation
* Analyzed data and document their results and recommendations to solve problems
* Provided information needed to make business decisions and make recommendations for continuous improvement

  Education

Bachelor of Science: Economics

Bayero University 2004

  Certifications

Safe Scrum Master (SSM)

Professional Scrum Master (PSM 1)