

Ronnie Scott Smith

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Objective:

Accomplished Senior Scrum Master poised to excel as an Agile Coach or SAFe RTE. With a solid background in mentoring and training other Scrum Masters and new RTEs, I bring a unique blend of hands-on experience and leadership. Leveraging my extensive track record of successful value delivery and certifications including SPC, I am seeking a dynamic role where I can help guide organizational transformation, foster Agile adoption, and elevate team performance. Fluent in Jira, Confluence, Kanban boards, and assorted project management software.

Certifications:

SAFe Certifications:

- SPC (SAFe Practice Consultant with RTE, LPM, SASM, SA, SSM, etc. enablements) - 2023
- LPM (Lean Portfolio Manager) - 2022
- SASM (SAFe Advanced Scrum Master) - 2022
- POPM (Product Owner/Manager) - 2022
- SSM (SAFe Scrum Master) - 2022
- SA (SAFe Agilist) – 2021

Scrum Certifications:

- PAL (Professional Agile Leadership) - 2021
- SPS (Scaled Professional Scrum) - 2021
- PSM 2 (Professional Scrum Master II) - 2021
- PSD (Professional Scrum Developer) - 2021
- PSPO (Prof Scrum Product Owner) - 2021
- PSM (Professional Scrum Master) - 2021

Professional Experience:

Bank of America (Charlotte, NC)

Sept 2022 – Sept 2023

Sr. Agile Scrum Master

- **Agile Leadership and Transformation:** Contracted with **Bank of America** to drive Agile initiatives, facilitate Scrum ceremonies, and enhance team collaboration. Utilized advanced levels of Jira and Confluence to streamline project management and foster transparency. Skillfully applied Kanban boards and Work-In-Progress (WIP) limits, resulting in improved workflow efficiency. Fluent in JQL (Jira Query Language) for creating custom queries and reports to enhance team performance and decision-making.
- **Offshore Team Transition:** Stepped into a leadership role, taking over 2 offshore teams in mid-transition, effectively guiding them through the Agile transformation process.
- **Partnership with Agile Coaches and RTEs:** Not only provided team-level coaching but worked closely with senior Agile Coaches and new RTEs in a partnership for improvement.
- **Mentoring and Skill Enhancement:** Mentored new and existing Scrum Masters in methodology, Agile practices, and team and professional improvement.
- **Scrum Master Community of Practice (CoP):** Initiated and maintained a Scrum Master CoP covering a wide variety of Agile topics and training sessions.
- **Product Owner Training Enhancement:** Played a pivotal role in shaping the Product Owner training reference, enhancing the effectiveness of the Agile Product Owner role.
- **Agile and Stakeholder Alignment:** Leveraged my background in traditional people and project management methodologies to navigate the department's transition and effectively align stakeholder expectations.

- **Subject Matter Expertise (SME) Development:** Endeavored to become a SME on multiple projects, contributing to enhanced team performance and project success. Took part in all new project LPM sessions for multi-million-dollar initiatives.
- **Agile Best Practice Reference:** Became a recognized source of reference for Bank of America's Agile best practices, serving as a knowledge hub for others. Helped to standardize JQL utilization for reporting.
- **Individualized Coaching and Enhancement:** Collaborated intensively in one-on-one settings with Product Owners and Business Analysts (BAs), fostering their mastery of Agile roles and facilitating excellence in their responsibilities. Additionally, conducted ongoing individual sessions with each team member to gain insights into their motivations, needs, and concerns, cultivating trust and utilizing this information to devise customized plans for Agile and professional enhancement.
- **Workflow Enhancement and Delivery Increase:** Initiated a solid and successful plan to increase predictability and lean out the workflow, resulting in a notable increase in value stream delivery each Program Increment (PI) for both teams, measured using meaningful metrics.
- **Time Zone Bridging and Impediment Removal:** Effectively bridged time zone gaps, providing clarity and resolving impediments for the teams during their IST non-working hours.

DCI Marketing (Milwaukee, WI)
Digital Project Manager

Jan 2022 – July 2022

- **Agile-Enhanced Project Leadership:** Advanced business logistics capabilities organization-wide to meet growth and productivity targets. Led budgeting, estimation, planning, execution, and follow-through for projects ranging from \$25K to \$1M+.
- **Cross-Functional Collaboration:** Forged partnerships across all departments to reinforce and enhance project and program methodologies, fostering mutual value.
- **Operational Excellence:** Managed end-to-end aspects of products and projects, including workflow, timelines, UI/UX, development, API implementation, quality assurance, devops, deployment, and budget tracking.
- **SME-Level Understanding:** Developed in-depth understanding of products, programs, and projects for a major automotive industry client with minimal onboarding.
- **Collaborative Requirement Definition:** Proactively collaborated with cross-functional teams, including product owners, designers, software developers, business intelligence, quality assurance, marketing managers, account executives, and clients to define requirements and create robust project plans.
- **Third-Party Collaboration:** Worked directly with external vendors, establishing governance, and evaluating adherence to business vision, goals, and risk management.
- **Technical Documentation and Process Improvement:** Maintained and communicated vital technical documents and initiated documentation of previously undocumented processes for cross-departmental reference.
- **Risk Management and Agile Practices:** Assessed project requirements and resources while promoting Agile practices and the Scrum framework within a hybrid project management environment.
- **Client-Focused Communication:** Articulated technical solutions to non-technical clients, advising on software development, user experience, and Continuous Improvement (COPQ) solutions. Supported Account Directors in client presentations.

Anderson Kent Financial Services

Scrum Master - Product Owner | Multi-Year Consulting Contract through Photoclix Ltd.

March 2018 - January 2021

Jericho, New York

- **Agile Transformation and Leadership:** Rejoined AKFSI as a dedicated remote team member, driving Agile practices and facilitating Scrum events. Orchestrated a successful Agile transformation by coaching and training both the team and the business in Agile principles. Championed adherence to Scrum principles, monitored velocity, and optimized team performance. Scaled one small team to Scrum to 3 larger teams utilizing the Nexus framework. Successfully built multiple teams from the ground up while supporting the core development team in their Agile journey.
- **Value-Driven Delivery and Tool Integration:** Developed and integrated internal and external tools that enhanced incremental value delivery in every sprint. Spearheaded the introduction and implementation of Jira, providing valuable insights and coaching the team in Agile mindset and Scrum fundamentals.
- **Dual Role: Scrum Master and Product Owner:** Seamlessly transitioned between Scrum Master and Product Owner roles as needed. Directed product backlog development and prioritization, while engaging stakeholders to gather requirements and cultivate relationships that fueled value-driven efforts.
- **Vendor and Partner Collaboration:** Collaborated with third-party vendors and partners to establish guidelines and implementation strategies. Evaluated vendor and stakeholder positions, optimizing communication strategies for effective collaboration.
- **Strategic Project Management:** Orchestrated product vision, milestones, forecasts, and budgeting for diverse projects. Managed initiatives encompassing mortgage, insurance, and financial calculators, account CRM, dashboards, and consumer-facing web properties. Introduced Jira and JQL as standard practice for tracking and reporting in alignment with MS Project and other project management tools.

Photoclix Ltd (East Setauket, NY)

July 2013 – Dec 2021

Director of Operations

- **Agile Operations Management and Brand Transformation:** Employed Agile methodologies to oversee the operations of multiple photography studio locations and web design/development business. Directed marketing, customer relationship development, sales, and business strategy. Successfully elevated a new brand from obscurity to a top-rated service provider within 16 months.
- **Strategic Leadership in Photography and Creative Services:** As Lead Photographer, managed all weddings, events, volume school portraits, commercial, and corporate photography. Attained multiple covers and features in print and digital magazines, earning over 30 ribbons and awards in local, regional, and national competitions.
- **Talent Recruitment, onboarding and Performance Management:** Identified and recruited top employees, providing training and ongoing performance oversight to ensure the delivery of high-quality products.
- **Diversification and Revenue Growth:** Expanded offerings to include school photography, boosting annual earnings by 40% and creating additional revenue streams.
- **Agile Business Practices:** Established, maintained, and updated policies, ensuring business agility and responsiveness to market conditions. Managed a professional team to deliver high-quality products, devise

solutions, and meet deadlines. Leveraged Agile experience and the Scrum framework from Focus On Publications Ltd. to add contracted Scrum clientele under the Photoclix Ltd. brand in 2018.

Focus On Publications Ltd (Coram, NY)
Chief Creative Officer

April 2018 – April 2020

- **Publication Production and Agile Management:** Orchestrated all aspects of production, budgeting, and account management for multiple periodicals, including Focus On Long Island and Particular Magazine. Navigated tight production schedules from concept to delivery, overseeing scheduling, content development, quality assurance, scope management, and design and layout.
- **Stakeholder Collaboration and Corporate Standards:** Collaborated with stakeholders to establish and uphold corporate advertising standards, adhering to print and art specification requirements.
- **Team Leadership:** Hired, trained, and managed a professional team in an Agile environment, driving high-quality product delivery, solution development, and “sprintly” deadline adherence. Expanded output and advertising income by 60% by the end of 2019.

Skills:

Agile Methodologies and Practices:

- Scrum and Kanban
- SAgile (Scaled Agile Framework)
- Lean Agile & the Agile Mindset
- Agile Transformation
- Agile Coaching, Leadership, and Facilitation
- Agile Training and Mentoring
- Continuous Improvement
- Value Delivery - Value Stream
- Backlog Refinement
- Retrospectives

Scrum Master and RTE Skills:

- Scrum Master (SM) and RTE Roles
- Scrum Ceremonies Facilitation
- SAgile Program Increment (PI) Planning
- Sprint Planning, Review, and Retrospective
- Team and Stakeholder Collaboration
- Jira Query Language (JQL)
- Impediment Removal
- Servant Leadership
- JQL (Jira Query Language) Expertise
- Kanban Boards and WIP Limits

Leadership and Coaching:

- Team Leadership, Coaching, and Mentoring

- Team Empowerment
- Facilitation Skills
- Communication and Collaboration
- Conflict Resolution
- Stakeholder Engagement

Project and Product Management:

- Value-Driven Product Development
- Backlog Management and Prioritization
- Product Vision and Strategy
- Stakeholder Management
- Release Planning
- Lean Portfolio Practices (LPM)

Technical and Tool Proficiency:

- Jira and Confluence
- Agile Project Management Tools
- Project Tracking and Reporting
- JQL - Agile Reporting and Metrics

Soft Skills:

- Problem-Solving
- Decision-Making
- Teamwork
- Adaptability
- Time Management
- Critical Thinking

Education:

Suffolk County Community College, Selden, NY