

## Professional Summary

Senior Technical Scrum Master and Agile Coach with 25+ years in software development and 20+ years leading teams across Series B startups and large, regulated enterprises. Strengthens execution by coaching teams, establishing scalable delivery systems, and aligning cross-functional work across engineering, product, and operations. Core expertise includes Scrum Master leadership, Agile coaching, and technical project/program management.

Most recently led delivery for platforms supporting 20+ territories and \$1B+ in annual transaction volume. Earlier achievements include doubling team productivity, reducing a 2.5-year delayed project to ~1 year, and enabling 2-5 daily releases through Agile transformation, SDLC optimization, and CI/CD-driven delivery systems.

---

## Areas of Expertise

### Leadership & Delivery

Delivery Execution & Recovery  
Cross-Functional Coordination  
Stakeholder Alignment  
Release Planning & Coordination  
Delivery Metrics & Reporting  
Organizational Scaling & Agility

### Agile & Team Practices

Agile Coaching  
Scrum, Kanban, DevOps, XP  
Sprint Planning & Facilitation  
Backlog Refinement & Readiness  
Dependency Management  
Continuous Improvement

### Technical & Operations

Software Development Life Cycle  
Technical Program Management  
Incident Management  
Systems Reliability (Sentry, Grafana, Splunk)  
DevOps CI/CD (Jenkins)  
Performance Management (KPI, OKR)

---

## Professional Experience

### AGILE DELIVERY LEAD

**POWER HOME REMODELING – CHESTER, PA – OCT 2021 - PRESENT**

*Residential Remodeling & Consumer Lending | Private Equity-backed | ~5k employees | 250+ engineers across 30+ teams*

Led 0→1 build and delivery of Tempo, a greenfield platform for loan approval and funding for Stream Innovations, a newly launched sister company of Power. Partnered with executive stakeholders to align roadmap execution, backlog readiness, and cross-team delivery coordination across organizations. Operated as Scrum Master in early stages and continued coaching teams while mentoring product owners, testers, and UX resources through rapid growth.

#### Achievements:

- Led 0→1 build and go-live of Tempo → displaced ~5% of loan volume from external vendor at launch
- Expanded delivery capacity from 1 to 3 Agile teams → increased execution bandwidth to support platform growth
- Structured backlog readiness and workflows for continuous delivery → achieved 2-5 production releases daily
- Scaled platform delivery across 20+ territories, 1,000+ loans/week, and \$1B+ annual volume (~80% of total loans)

### AGILE COACH

**POWER HOME REMODELING – CHESTER, PA – SEP 2018 - OCT 2021**

*Residential Remodeling | Privately-Held | ~3k employees | 100+ engineers across 10+ teams*

Joined as the first dedicated Scrum Master to coach teams during a period of rapid growth and organizational adoption of Agile. Built an Agile practice by hiring, mentoring, and leading Scrum Masters while defining role expectations, team standards, and operating approaches. Established delivery frameworks, metrics, and team practices to improve coordination, visibility, and execution across a growing product and engineering organization.

#### Achievements:

- Introduced Agile coaching capability → supported 3 Agile teams and enabled broader organizational adoption
- Built Agile practice from the ground up → hired and led 5 Scrum Masters within first year
- Defined role structure and career paths → established scalable model for Scrum Master growth and development
- Established delivery metrics and reporting → enabled performance tracking and decision-making at scale
- Led delivery for internal Agile tooling → replaced multiple third-party systems (Asana, Monday, Pivotal)

## **AGILE COACH**

**NUIX – CONSHOHOCKEN, PA – FEB 2016 - SEP 2018**

*Digital Investigation & Forensics Software | Privately-Held | ~400 global employees | US Division: 100+ engineers across 10+ teams*

Coached product and engineering teams during development and launch of a first-generation portfolio of investigative software products in a data-intensive cybersecurity and digital forensics environment. Led Agile practice by mentoring Scrum Masters, standardizing delivery practices across teams, and establishing cross-functional coordination approaches to improve consistency, transparency, and delivery during rapid growth.

### **Achievements:**

- Introduced structured Agile delivery → established predictable Scrum cadence during 0→1 product development
- Implemented Kanban for non-product teams → improved throughput and cross-functional alignment
- Transformed reporting and metrics dashboards → increased delivery visibility and decision clarity
- Reworked backlog management with domain experts → improved clarity and prioritization of complex feature sets
- Established cross-team support escalation process → improved coordination and response to production issues
- Expanded Agile practices beyond engineering → enabled adoption across marketing and implementation services

## **SCRUM MASTER**

**SCALA – MALVERN, PA – OCT 2013 - NOV 2015**

*Digital Signage | Privately-Held | ~150 employees | Tech Division: ~50 engineers, 4 product lines*

Led Agile delivery for globally distributed teams across the U.S., Europe, and India, supporting four digital signage product lines serving big box retail and fast food franchise chains. Focused on backlog readiness, delivery coordination, and cross-team execution in a hybrid legacy and next-generation platform environment.

### **Achievements:**

- Aligned engineering cadence with corporate marketing cycles → improved release and stakeholder alignment
- Triaged backlog bloat by 40% and surfaced technical debt → improved prioritization and focus
- Reworked customer support escalation process → improved response predictability and issue resolution quality
- Overhauled Jira and Confluence workflow configurations → improved team efficiency and collaboration
- Managed technical writing team → transitioned documentation from paper-based to real-time digital publishing

## **AGILE PROJECT MANAGER**

**LEADNOMICS – PHILADELPHIA, PA – JAN 2013 - OCT 2013**

*Online Lead Generation | Privately-Held Series A | ~50 employees*

Stabilized an overdue core platform migration by introducing Agile delivery practices, centralizing backlog management, and improving cross-team coordination.

### **Achievements:**

- Stabilized overdue platform migration → reset expectations and guided transition off legacy platform
- Introduced Agile practices (backlog, standups, retrospectives) → established consistent delivery cadence
- Established release communication process → reduced gaps between engineering and stakeholders
- Consolidated fragmented requests, implemented VersionOne, and reduced backlog from 3,000+ legacy tickets to ~150 active items → improved prioritization, visibility, and delivery focus
- Created documentation framework for requirements and testing → improved quality and release consistency

---

## **Education & Certifications**

Certified Scrum Master CSM – 2006

BS, Computer & Information Sciences – University of Delaware – Newark, DE – 1999

# Addendum – Additional Experience

## **TECHNICAL PROJECT MANAGER**

**BEYOND.COM** – KING OF PRUSSIA, PA – JAN 2007 - JAN 2013

*Online Recruiting | Privately-Held Series B | ~150 employees*

Introduced project management and Agile delivery practices in a rapidly scaling online recruiting startup following Series B investment, improving cross-department alignment, planning visibility, and delivery consistency.

### **Achievements:**

- Established project coordination across departments → aligned execution with business priorities, reducing friction
- Introduced Agile practices (standups, retrospectives, DONE criteria) → improved team discipline and consistency
- Implemented Kanban-based planning and workflow → tripled predictability of product development efforts
- Defined release roadmaps with executive leadership → created visibility into priorities and delivery timing
- Partnered with CEO to establish product ownership committees → enabled scalable decision-making and growth

## **SCRUM MASTER**

**SIEMENS MEDICAL SOLUTIONS** – MALVERN, PA – JAN 2006 - JAN 2007

*Healthcare & Medical Technology | Division of publicly held Siemens AG | ~30k employees*

Coached multiple global teams across U.S. and offshore locations in adopting Agile delivery practices within a regulated healthcare environment supporting enterprise EMR platforms. As one of the first full-time Scrum Masters in the organization, helped lead early large-scale Scrum and XP adoption while working closely with pioneering Agile practitioners from ObjectMentor and Thoughtworks.

### **Achievements:**

- Led teams through Agile transformation → doubled productivity while maintaining quality standards
- Recovered delayed project timeline → reduced delivery timeline from ~2.5 years to ~1 year
- Enabled continuously shippable releases → accelerated customer validation from quarterly to weekly
- Maintained audit-ready delivery practices in regulated healthcare environment → supported ISO and CMM audits

## **USER INTERFACE ARCHITECT**

**SIEMENS MEDICAL SOLUTIONS** – MALVERN, PA – JAN 2003 - JAN 2006

Led UI and workflow design for the Operating Room Management System within Siemens' Soarian Clinicals EMR platform, covering clinical and scheduling workflows. Collaborated with clinical analysts to define workflows and user requirements, authored UI specifications, and coordinated implementation across distributed development teams.

### **Achievements:**

- Applied user validation and shadowing practices → strengthened patient safety and product quality
- Standardized UI patterns and templates → ensured consistency across related products and global brand
- Advocated early Agile practices within project teams → supported initial transition toward iterative delivery
- Earned Certified Scrum Master (CSM) certification → marked transition into Agile delivery leadership

## **SENIOR USER EXPERIENCE ARCHITECT**

**BREAKAWAY SOLUTIONS** – CONSHOHOCKEN, PA – APR 2000 - SEP 2002

Led user experience and requirements definition for early-stage eCommerce platforms, working across product, development, and client stakeholders in a fast-growth consulting environment during company IPO.

### **Achievements:**

- Authored requirements, business flows, and wireframes → established product structure and user experience
- Applied user-centered design practices (heuristic evaluation, user testing) → improved usability alignment
- Retained by client (ZONE Telecom) post-bankruptcy → continued for 12 months to complete implementation