

Seasoned Agile Leader and Scrum Master with over 15 years of experience across diverse industries. Passionate about enhancing delivery quality and speed through innovative Agile and Lean methodologies. Certified in SAFE lean-agile leadership and The Kanban Method, and committed to continuous learning and industry innovation.

Professional Experience - Summary

Scrum Master / Kanban / Agile Coach - <i>Fidelity International, London</i>	May 2022- present
Agile Coach / PM - <i>Paddy Power BetFair, Dublin</i>	January 2021- May 2022
Scrum Master / Agile / Kanban Coach - <i>Allied Irish Banks, Dublin</i>	January 2019- January 2021
Scrum Master / Agile / Kanban Coach - <i>Mastercard, Dublin</i>	August 2017 - December 2018
Scrum Master / Agile Coach - <i>Deloitte, Dublin</i>	January 2013 - June 2017
Business Analyst - <i>Deloitte, Dublin</i>	June 2012 - January 2013
Project Manager - <i>Redstar, Dublin</i>	April 2006 - July 2008

Academic Qualifications - Summary

M.Sc. in Management of Information Systems, <i>Trinity College, The University of Dublin</i>	2013 - 2015
B.Sc. in Business and Management, <i>Dublin Institute of Technology</i>	2009 - 2013

Core Skills - Summary

- Agile Methodologies:
 - Agile Coaching / Scrum Mastery / Kanban
 - Certified in SAFE lean-agile leadership and The Kanban Method
- Leadership and Communication:
 - Leadership and Team Building
 - Communication and Stakeholder Management
- Technical Skills:
 - Coding: Python, SQL
 - Technology Stack: AWS, Docker, Jira, Oracle, MongoDB, Jenkins
 - Advanced Linux user

Personal Interests

- Competitive Powerlifter and Football Player: Demonstrating teamwork, discipline, and commitment.
- Poker Enthusiast: Applying analytical and strategic thinking in live tournaments.
- Drone Builder and Pilot: Engaging in technical innovation and precision flying.
- Financial Markets and Algorithms: Exploring Bitcoin, Austrian economics, and Python algorithm development.

Academic and Professional Qualifications - Detailed

M.Sc. in Management of Information Systems, *Trinity College, The University of Dublin* 2013 - 2015

Selected Modules: Strategic IS Planning, Innovation and Entrepreneurship, Strategic IS Sourcing, Social and Organisational impact of Information Systems

Thesis: "How do software development teams view agile transformation?"

B.Sc. in Business and Management, *Dublin Institute of Technology* 2009 - 2013

Selected Modules: Accounting, Communications, Economics, Marketing, Organisational Behaviour, Quantitative Techniques, Business Law, HRM, Management Science, Operations, EU integration, Mathematics for Finance and Economics, Financial Reporting, Technical Analysis, Supply Chain, Taxation

"Introduction to Computer Science and Programming Using Python" <i>MIT, edX</i>	January 2020
"Learn Python 3" <i>codecademy.com</i>	August 2019
"Learn SQL" <i>codecademy.com</i>	December 2018
"SAFE lean-agile leadership" <i>Mastercard, Dublin</i>	August 2017
"The Kanban Method" <i>Reaktor, Helsinki, Finland</i>	November 2016
"Lean Management" <i>expertrating.com</i>	January 2014
"Advanced presentation skills" <i>IBEC, Dublin</i>	February 2013
"PRINCE2 foundation" <i>ILX Group plc, Dublin</i>	April 2012
"Scrum & Agile" <i>cprime.com</i>	December 2011
"Emerging Patterns for web design" <i>Nielsen Norman Group, London</i>	November 2011

Professional Experience - Detailed

Scrum Master / Kanban / Agile Coach - *Fidelity International, London* May 2022- Present

Fidelity International is a global investment and asset management firm dedicated to providing financial solutions to individuals and institutions.

- Spearheaded Agile solutions delivery, achieving a 50% reduction in cycle time.
- Transformed the delivery model to a cross-functional / feature team model.
- Trained and coached teams and senior stakeholders in Agile, Kanban, and Lean methodologies.
- Established and monitored key performance indicators such as cycle time / lead time and task completion rate.

Agile Coach / PM - *Paddy Power BetFair, Dublin* January 2021 - May 2022

Paddy Power Betfair is one of the world's leading sports betting and gaming operators, known for its innovative and diverse betting platforms.

- Played a pivotal role in Agile transformation at the world's largest betting house.
- Achieved a 50% reduction in cycle time through strategic initiatives.
- Conducted training and coaching sessions for teams and senior stakeholders.
- Established key performance indicators such as cycle time / lead time and task completion

Scrum Master / Agile / Kanban Coach - *Allied Irish Banks (AIB), Dublin* January 2019 - January 2021

Allied Irish Banks (AIB) is one of Ireland's major commercial banks, offering a full range of personal and corporate banking services.

- Reduced cycle time by 75%
- Implemented kanban continuous delivery model at a program level
- Trained and Coached teams and senior stakeholders in Kanban and Lean
- Established key performance indicators such as cycle time / lead time and task completion

Scrum Master / Agile / Kanban Coach - *Mastercard, Dublin*

July 2017 - December 2018

Mastercard is a multinational financial services corporation, renowned for processing payments between the banks of merchants and the card-issuing banks or credit unions.

- Spearhead delivery of 4 flagship fraud protection products
- Organized 20 engineers into 4 Kanban continuous delivery teams
- Coached product management team into building a portfolio level kanban board
- Trained senior stakeholders into embracing lean budgeting
- Established network of physical dashboards to monitor progress and project health
- Succeeded in challenging business processes to enable continuous integration

Scrum Master / Agile Coach - *Deloitte, Dublin*

January 2013 - June 2017

Deloitte is a global professional services firm, providing audit, consulting, financial advisory, risk management, tax, and related services to select clients.

- Delivered 4 strategic programmes of work in the area of order management, digital rights management and financial system transformation
- Spearheaded rollout and adoption of SAFe agile framework, including coaching and chairing SAFe ceremonies, such as PSI planning, scrum of scrums, etc.
- Led the best performing agile team in the company, frequently used as a case study for how teams should operate
- Established network of physical dashboards to monitor progress and project health
- Succeeded in challenging business processes to enable continuous integration

Business Analyst - *Deloitte, Dublin*

June 2012 - January 2013

- Chaired workshops with internal and external stakeholders to define product backlog
- Acted as a change agent in transformation from waterfall to agile

Project Manager - *WeDoWebsites.ie, Dublin*

July 2008 - April 2012

WeDoWebsites.ie is a web development and design company specializing in creating custom websites for a diverse clientele.

- Introduced agile / scrum methodology for delivering projects as alternative to waterfall
- Organised development structures and managed delivery teams
- Built and maintained relationships with suppliers and subcontractors
- Signed up new client accounts by winning pitches and preparing technical / cost proposals

Project Manager - *Redstar, Dublin*

April 2006 - July 2008

Redstar is a creative agency based in Dublin, offering a range of digital and marketing services to help brands grow and connect with their audience.

- Added digital capabilities to the agency services by building inhouse development team
- Won and Managed client accounts by delivering pitches and preparing technical / cost proposals

Skills - Detailed

Coaching / Training	<ul style="list-style-type: none">● Facilitator, Teacher, Coach-mentor, conflict navigator, collaboration coordinator and problem solver● Mentoring and guiding agile teams in Scrum and Kanban methodology● Coaching internal and external stakeholders in agile / lean● Implementing engineering best practices● Training and coordination of project team members and informal on-the job coaching● Setting high performance expectations by fostering commitment, focus, openness, respect and courage
Agile / Scrum / Kanban	<ul style="list-style-type: none">● Building autonomous teams by creating trusting and safe environment where problems can be raised and resolved● Coaching teams with the emphasis on collaboration● Providing transparency to stakeholders and other teams through estimation and planning techniques● Facilitating team meetings (daily scrum, sprint planning, sprint demo and retrospectives) also maximising the amount of available development time● Shielding the team to protect the deliverable goals● Forecasting based on historical velocity / task completion rate data● Removing impediments, resolving conflicts● Opening communication channels between stakeholders, senior management, architects, developers, business analysts, product owners● Tracking key performance indicators to fuel decision making and understand success, ie burndown / burnup rates, flow, predictability● Aiding the teams in solving complex business problems to deliver valuable technology rapidly and efficiently

Agile at Scale	<ul style="list-style-type: none"> ● LESS & Scaled Kanban ● Leading Safe 4.5 trained ● Facilitating Potentially Shippable Increment (PSI) planning meetings ● Liaising with other teams to define what goes into Agile release train ● Participating in program level backlog grooming ● Tracking dependencies between other teams and functional groups ● Organising integrated demo sessions ● Leading bi-weekly scrum of scrums sessions ● Running PSI level retrospectives
Communication	<ul style="list-style-type: none"> ● Outstanding communicator, capable of working with various functional groups and flexing communication styles to influence best outcome for the company ● Creative with the ability to analyse, deduce and see parallels ● Designing and developing formal and informal presentations to internal and external stakeholders on various aspects of projects from solution overview to approach and design, implementation and delivery. ● Excellent negotiator with track record in internal and external negotiations
Leadership	<ul style="list-style-type: none"> ● Servant leader ● Leading cross-functional teams from concept to production ● Capable of leading teams consisting of people smarter than myself ● Strong presence as a change agent providing innovative, effective, and efficient practices and solutions in an Agile environment
Project / Software Development Management	<ul style="list-style-type: none"> ● Project planning and estimating ● Project Delivery / Scope control ● Responsibility for full software development project lifecycle ● Full P&L / Budget planning / tracking ● Issue & Risk Management. ● Managing diverse team sites including Technical Architects, DBAs, Senior to more junior level programmers and a variety of subject matter experts
Coding	<ul style="list-style-type: none"> ● Python development ● SQL ● Linux power user
Technology stack	<p>microservices, docker, Oracle, MongoDB, Neo4j, graphDB, gatling, Junit, JMeter, java, JBoss, Tomcat, AWS, Jenkins, runscope, prototyping, Eclipse, Netbeans, Jbuilder, fisheye, runscope,</p>
Tools and Applications	<p>Expert in: Jira, Trello, Leankit, Rally, Confluence, Spreadsheets, Aha the product roadmap, github, bitbucket, miro.com, planning poker, lean coffee, slack, google hangouts</p>