

# J a m i e

# L i m m e r

C S M

## C O N T A C T S

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## S K I L L S

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Time Management

Interpersonal Skills

Conflict Resolution

Leadership

Communication

Active Listening

Problem-Solving

Teamwork

## P R O F E S S I O N A L   P R O F I L E

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Certified Scrum Master offering 5 years of experience in improving processes and complex product deliveries by implementing an Agile environment. Hands-on in training teams and supporting product owners to remove impediments and prioritize backlogs, enhance velocity, and help teams adopt Agile ways of working.

## W O R K   E X P E R I E N C E

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### Scrum Master

MansaTek/Dallas, TX | 2017-Current

- Responsible for facilitating the adoption, implementation and sustainability of Agile processes, principles, and practices
- Provide hands-on team guidance, support, and coaching in close cooperation and collaboration across all roles and functions, to facilitate increasing maturity at a sustainable pace
- Assist team members in identifying, prioritizing and either clearing or escalating impediments
- Provide training to Scrum Masters, Product Owners and Teams (i.e., individual and workshops)
- Perform ongoing assessments of the teams' Scrum maturity to inform ongoing support decisions
- Partner with Scrum Masters to identify and support opportunities to increase team maturity
- Partner with Product Owners to ensure vision, road-map and personas are well-defined and understood
- Help teams continuously reflect and improve, becoming more effective in their roles and increasing their predictability, collaboration, and quality practices
- Foster a trusting environment focused on servant leadership and continuous improvement
- Ensure Agile adherence and consistency while maintaining teams abilities to be self-directed
- Specific coaching areas include but are not limited to:

- Sprint events and activities: planning, daily scrum, refinement, reviews and retrospectives
- Team building and communication
- Backlog management: definition, refinement and ordering
- Story sizing and task estimation
- Tracking and using velocity, burn-down and burn-up

# J a m i e

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## E X P E R T I S E

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Facilitating meetings

Shielding the team

Coaching Agile Practices

Estimating

Planning

Removing Impediments

Backlog Management

Agile software

Servant Leadership

## H i g h l i g h t s

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- Continually refined and evolved agile processes for rapid software delivery resulting in meeting 97% of project deadlines

- Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features that reached over 75 thousand users

- Served as SME to drive effective communication throughout project phases reducing cost by 35,000 over the duration of the project

- Implemented agile methodologies throughout organizations on all levels across 100 employees

## W O R K   E X P E R I E N C E

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( C o n t i n u e d )

### P r o j e c t   M a n a g e r

Global Recycling Management/San Antonio, TX | 2013-2016

- Managed all aspects of transportation projects from business development, scope, and fee development, contracting, staffing plan
- Collaborate with customer and assign drivers to lanes that best serve both the company and the driver.
- Discuss each load and the service expectations with every customer.
- Personally coach each Driving Associate to identify opportunities for improvement and actively provide the training/coaching needed to help Driving Associate reach their highest potential and performance.
- Coordinated closely with our leadership team to help set strategic goals for growing and improving the practice in terms of sales, profitability.
- Ensure payroll accuracy for assigned drivers.
- Plan, organize and communicate project personnel needs to management
- Track freight to its final destination to ensure on time delivery.
- Work closely with sales and account teams to ensure customer has most current information.
- Maintain a positive work atmosphere by acting and communicating in a manner which facilitates the success of business operations in order to meet company demands and expectations and perform other duties as assigned by leadership.
- Proactively work to assist others in achieving the organization's objectives.

### D r i v e r

Dart Container/Dallas, TX | 2011-2013

- Followed and maintain loading protocols, using chains and binders to secure cargo and re-checking their stability throughout trips
- Inspected trailers before and after loading, paying attention to status of air lines and jack positions and adjusting them as necessary
- Visited weigh stations before and after packing to ensure that loads meet state safety regulations, making alterations to loads when required by law
- Contributed to company data by honestly recording times of delivery and hours worked
- Assisted in unloading cargo when delivery sites are understaffed, maintaining product quality throughout conveyance