

Michael Osawe

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PROFESSIONAL SUMMARY

Patient, self-motivated, and dedicated Agile Coach with 5+ years of experience in training software development team, developing and implementing Agile techniques for solving primary problems, catalyzing improvements, promoting awareness, boosting ownership, developing competencies, and facilitating barrier removal. Promote business agility and provide guidance, while coaching teams in Agile adoption, and a solid background in Agile concepts. Adept at utilizing scrum rituals and metrics for increasing visibility transparency and resolving challenges.

SUMMARY OF SKILLS

- Excellent knowledge and experience in Agile Techniques and frameworks like Scrum, Kanban, Lean-Agile, Design and System thinking
- Sound knowledge of development and implementation of various practices
- Excellent communication, interpersonal, motivating, and problem-solving skills
- Ability to train employees for the Agile process's and assist the team in navigating Agile tools
- Skilled in influencing and motivating the management, colleagues, and stakeholders in adopting Agile concepts
- Outstanding leadership, strategic planning, and decision-making skills

CERTIFICATIONS

Scaled Agile Framework - SAFe® 5.0 Program Consultant
Scaled Agile Framework - SAFe® 5.0 Release Train Engineer
ICAgile Certified Professional – Agile Coaching - ICP-ACC
Professional Scrum Master - PSM
Scrum Master Accredited Certification – SMAC

EDUCATION

BSc Banking & Finance
University of Benin, Edo NG

2007

SKILLS

Methodologies, Frameworks & Tools

Agile, Scrum, Kanban, SAFe, Lean-Agile, Waterfall, XP, TDD/ATDD, BDD, Pair Programming/Mob session, DevOps, Value Stream Mapping, Continuous Exploration, Continuous Integration, Continuous Deployment, Root Cause Analysis, Different Facilitation Techniques, Azure DevOps, TFS, Wiki, Rally, JIRA, Confluence, VSTS, Miro, AHA, Trello, Microservices, SAP, Microsoft Teams, Skype, WebEx, MS office Suit, Microsoft Visio.

PROFESSIONAL EXPERIENCE

Health Equity, Irving TX — Responsibilities:

Agile Coach

January 2020 to Current

- Training and educating various roles and levels of people on Agile principles, provide training sessions, and teach skills that lead towards organization-wide adoption of Agile techniques.
- Guide teams into an Agile mindset, coach Agile teams simultaneously with in-depth guidance on the roles, rituals, and artifacts of Agile teams and organizational units.
- Provide team members with feedback and means of improvement and answering questions.

- Provide hands-on support to all employees at times, collaborating with people across widely varying levels and roles including Product Owners, Dev-ops teams, and development teams.
- Work with stakeholders to drive improvements in agile maturity while demonstrating quantifiable progress towards achieving higher performing teams and improved business outcomes
- Coaching other leaders, products, scrum masters, and development teams through the enterprise as they gradually mature in Agile transformation.
- Diligently coached teams to stabilize in virtual PI Planning with excellent and productive deliveries across multiple ART.
- Participate in both the internal and external Agile community to stay abreast of challenges, leading practices, and emerging trends; utilize learnings in furthering the effective use of Agile practices
- Facilitate planning sessions at various levels, including strategic planning, road-map, story mapping, release, and sprint/iteration levels.
- Using ACoE to directly serve development teams, coaching them in the understanding of agile values (why we do the things we do), along with guiding them in effectively leveraging agile frameworks and techniques to continuously improve, achieve high performance and self-organization
- Lead teams in the consistent use of an empirical process through tracking, analyzing, and interpreting data, helping them improve as a development team and achieve their goals
- Coach and mentor Executive/C-level leaders on the organizational value to drive and sustain implementation success and overall adoption of an Agile framework and mindset
- Clearly identify Agile best practices and processes (including SAFe, Scrum, and Kanban) to grow and mature HQY Agile practice across the enterprise.
- Assess our current processes and suggest best practices and methodologies (e.g., SAFE, Scrum, and Kanban) that will be most effective in meeting our enterprise goals.
- Provide both formal and informal training and coaching to the Agile leadership team (including scrum masters, agile managers, product delivery managers, and others).
- Provide leadership through hands-on collaborative exercises/activities. Possess strong knowledge and experience in organizational design, enterprise change management, and executive leadership coaching.
- Provide the expertise to transform our organization from a project-based to a product-based organization that emphasizes value-stream delivery

**Circadence, Irving TX —
Responsibilities:**

Agile Coach

July 2019 to January 2020

- Contribute as a team member of the Agile Leadership Team, collaborating with fellow Agile Coaches, sharing knowledge, and working together on growing our impact as a unit
- Identify and run org-wide initiatives creating systems based in the agile domain that help the organization scale and continuous improvement
- Served, organize, and run larger programs involving multiple teams working together. comfortably switching between various hats as required e.g. coach, mentor, scrum master, program manager, trainer, and content creator
- Communicate with senior leadership to identify Agile value-added and define a strategy for transitioning into an Agile framework
- Support and help to define Lean-Agile organizational transformation within our enterprise
- Facilitate and support the organization through Storming, Norming, and Forming stages of various new and existing teams
- Facilitate planning sessions at various levels, including strategic planning, road-map, story mapping, release, and sprint/iteration levels.
- Lead Multiple Agile teams in the capacity of an Agile Coach to deliver working software that provides business value
- Ensure team adoption of agile best practices through the defined daily, weekly, and sprint level cadence activities, processes, and controls

- Facilitate continuous improvement to Agile Delivery, helping teams monitor, manage, and improve continuous and valuable delivery
- Leverage Agile performance/progress metrics, and assists the team in achieving performance goals, promote collaboration, continuous transparency
- Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis on healing and problem solving
- Coach Scrum Masters, Product Owners, and Teams. Facilitating discussion, decision making, and conflict resolution
- Assist with internal and external communication, improving transparency, and radiating information
- Providing all support to the team using a servant leadership style whenever possible and leading by example
- Training and assisting the software development team in learning and adapting agile methodologies for increasing visibility transparency and productivity
- Providing on-site and remote consulting and training to clients' employees
- Conducting process assessments and establishing Agile adoption roadmaps, and assisting customers invalidating, launching, and continuous improvement stage

**ExxonMobil, The Woodlands TX —
Responsibilities:**

Agile Coach

January 2019 to July 2019

- As a servant leader and change agent, coach, inspire and mentor teams on Agile principles, values, and practices while role modeling internal leadership behaviors.
- Facilitate and reinforce Agile practices for multiple teams working toward common business outcomes, including backlog refinement and prioritization.
- Continuously assess the Agile maturity of teams and individuals at all levels of leadership, educating, and mentoring to address gaps.
- Understand and support the implementation of metrics to optimize the delivery of KPIs through the assessment of responsiveness, quality, productivity, customer, and business value.
- Facilitate open communication among teams and stakeholders; promote positive team dynamics to ensure members collaborate and work effectively within and across teams.
- Actively raise observed issues and remove impediments; resolve conflicts within and across teams. Anticipate challenges, identify risks, and recommend mitigations and solutions.
- Use coaching techniques that increase collaboration, transparency, and promote a culture of experimentation and innovation.
- Prepared agenda, built event goal, and provided coaching and guidance to the team with a focus on the goal
- Train teams in understanding the process and concepts of Sprint Demo, Sprint Review, and Sprint Retrospectives
- Providing necessary resources and facilitated barrier removals
- Collaborated with leadership to the configuration management team and defined migration solution

**Argusx IT Services, Dallas TX —
Responsibilities:**

Sr. Scrum Master/Agile Coach

July 2016 to December 2018

- Responsible for an interactive atmosphere for the team to recommend ideas, and work through problems with a view at solving problems as a team.
- Proactively identified, removed Impediments for the development team thereby leading to risk mitigation and timely delivery of potentially shippable increments.
- Facilitated Scrum ceremonies (Daily stand-up meeting, sprint planning, Backlog refinement, spring Demo, and retrospective).

- Worked closely with the Product Owner to ensure that user stories were properly written, groomed, and prioritized on the product backlog.
- Successfully helped the product owner and team to have backlog health without surprise
- Coached team and product owner on the effectiveness of DoR and DoD before sprint circle
- Clearly communicate reports written and verbal to both technical and non-technical audiences
- Use Azure DevOps to capture Metrics like Velocity, Burndown Chart, Cumulative Flow, and others to measure overall team progress.
- Helped the team to come up with a frame of reference to better size user stories that are SMART
- Foster the use of various practices to drive code quality as we go.
- Action as servant leader making sure the team is relaxed, and ensuring external influence does not disturb the work of the team for each sprint.
- Constantly assessed the level of the team's Agile/scrum maturity and provided necessary coaching and guidance to a desirable level which will give the desired results of the scrum framework
- Provided constant training and feedback to the management for them to know the importance of self-organization, cross-functionality, generalizing specialists, and co-location required of the scrum team.
- Developing an Agile framework to lead the platform to decommission from planning through delivery.
- Liaised with team and product owner to organize a sprint retrospective to reflect on the sprint, to identify what went well, what needs improvement, and action items.
- Coach team members and leadership on agile processes, and framework.

**Diageo, Lagos NG —
Responsibilities:**

Scrum Master

April 2014 - May 2016

- Organized daily stand-up, sprint review, and retrospective meetings to identify challenges presented by new policy requirements through impact assessments and potential workarounds to facilitate their implementation.
- Support the team to prioritize baselined processes that have been identified, organized them into releases based on business criticality, timelines, and ensured that the entry and exit criteria for each gateway were done.
- Supporting and educating the product owner, especially concerning refining managing the product backlog.
- Organized a sprint planning session with the product owner to prepare a sprint backlog to identify the tasks from each user story.
- Assess Requirements to ensure it passes the INVEST model before collating and inputting into the backlog.
- Work with the product owner to prioritize user stories for the sprint backlog.
- Continually resolve any blocks for the monitoring team by contacting stakeholders or SME to resolve blocks.
- Coach team members and train leadership about the agile processes, and framework.
- Coordinate and demo product to stakeholders for feedback and comments to help in the next Sprints.
- Support senior engineering program manager in projects in delivering programs in an agile fashion.
- Capture Metrics like velocity and others to measure overall team progress.
- Liaised with team and product owner to organize a sprint retrospective to reflect on the sprint, to identify what went well, what needs improvement, and action items.
- Effectively escalate and resolve issues through collaboration with teams and individuals throughout the firm
- Clearly communicate status is written and verbal to both technical and non-technical audiences

**Globacom Limited, Lagos NG —
Sr. Business Analyst/Scrum Master
Responsibilities:**

July 2011 - March 2014

- Captured and documented requirements through workshops, interviews with business users, and attendance at working group meetings.
- Stakeholder management at all levels business and project sponsor, business lead, field-based sales staff, back-office administrative staff
- Applied knowledge of the businesses to solve part of telecommunication problems by working directly with subject matter experts.
- Worked with the product owner to develop and implement detailed project plans.
- Analyze the image and scope, labor forecast, on-site notes, product documentation.
- Assist as a coach to help guide the team on how best to use Agile/Scrum practices for example Pair Programming, Kanban boards, and other tools needed to deliver quality software.
- Support the team in its self-organizing quest by removing impediments, facilitating discussion, decision making, and resolving conflict.
- Action as servant leader making sure the team is relaxed, and ensuring external influence does not disturb the work of the team for each sprint.
- Build user stories for requirements with matching acceptance criteria.
- Conduct group meetings with the developers to talk out the items put estimates on them, and assign tasks to developers.
- Build a sprint summary spreadsheet with Task, Title, and Assigned to, Estimated Time, and Completed for each sprint.
- Authenticate that program functions according to business requirements gathered, using testing tools to ensure acceptance criteria are met.
- Assist the team to give appropriate estimates on product backlog items, remove the impediment, ensuring the team is comfortable and sprints completed on time.

**Business Analyst
Responsibilities:**

- Support senior business analysts and with the front office, business collaborates developing relationships to solve business and technical issues.
- Conducts client training, support internal and external customers as a business consultant and problem solver.
- Provide basic project management responsibilities to ensure risks are mitigated, the scope is managed, appropriate communication is achieved, and milestones are met.
- Analyse and develop requirements and specifications that address business functions and workflow.
- Develop test cases and test applications thoroughly when implementing system modification.

**EcoBank, Lagos NG —
Responsibilities:**

Sales Representative

February 2009 - June 2011

- Performed the end-to-end process of collating market risk and incremental risk charge data for measurement, analysis, and subsequent reporting to senior management, regulators, traders as well as other downstream users.
- Participated in the distribution of market risk reports including investigation and analysis of exceptions, data integrity, and methodology issues.
- Coordinate and prepare call plans and memo for the marketing team.

- Booking and Liquidation of new and existing investment tenor plans.
- Exercising strong negotiation skills and convincing strength in closing deals.
- Relationship management and follow up the maintenance of existing accounts and reactivation of accounts to retain customers.
- Identifying account needs, buyers values and proactively seeks to provide products services to meet identified needs