

# Timothy Driver

## **SUMMARY: PROFESSIONAL SUMMARY**

I am an Agile Transformation Specialist focusing on coaching, training and managing organizational agile transformations, maturation and change management. My experience is deep and diverse. I have a successful track record of coaching agile transformations and product/program delivery with Fortune 100 companies in High Tech, Telecom, Health Care, Financial Services and Entertainment industries. My strength is my pragmatic approach to agile transformations taking into account an organization's goals, capabilities, culture and constraints.

## **PROFESSIONAL EXPERIENCE**

### **Salesforce.Com – 2021 – Present**

#### **Senior Agile Transformation Coach (FTE)**

- Coach functional and cross-functional teams at the Enterprise, Program and Team levels.
- Responsible for Agile maturity for .Org Agile and Kanban teams.
- Provide training, coaching and change management on Agile principles and mindset, product backlog management, program backlog management, Feature/Story development and slicing, Story Point Estimating, WSJF, Backlog grooming, Ceremony Facilitation, Retrospectives, SCRUM and Kanban, and metrics.
- Team winner of Agile Hackathon 1Q22.

### **New Directions Transformational Life Coaching – 2017 - Present**

#### **Owner**

- Coach individuals to remove blockers and achieve elusive goals
- Provide major life transitions and overcoming adversity coaching

### **Discover Financial Services – 2017 – 2021**

#### **Lean Agile Coach (FTE)**

- Provided Agile and DMS (Lean) coaching to teams and programs based on SAFe Framework, Discover's Management System (Shingo) and Change Management practices.
- Coached functional and cross-functional teams at the Program and Team levels.
- Responsible for Agile and DMS maturity for Shared Services, Marketing Operations , CEP, CVS, and Portfolio Agile and Kanban teams.
- Provided training and coaching on DMS elements and principles, SAFe framework, product backlog management, program backlog management, Feature/Story development and slicing, Story Point Estimating, WSJF, Backlog grooming, Ceremony Facilitation, Retrospectives, SCRUM and Kanban, metrics and Rally and DevOps.
- Conducted Coach, Team and Role Agile Maturity Assessments, identified gaps and executed coaching plans.
- Coordinated with other coaches on overall organization coaching strategies and goals and Coach's CoP.
- Contributed to DMS COE and Agile COE standard work, processes and tools.

### **Northwestern Mutual – 2016 – 2017**

#### **Lean Agile Coach (Consultant)**

- Provided coaching to a SAFe instance working based on SAFe 4.0 Framework
  - Coached the train at Program and team levels
  - Mentored RTE, Program Manager, Product Owners and Scrum Masters
  - Provided training and coaching on product backlog management, program backlog management, EPIC/Feature/Story slicing, Relative Story Point Estimating, PI Planning, Backlog grooming,
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Ceremony Cadence, Ceremony Facilitation, Retrospectives, Inspect and Adapt, SCRUM and Kanban, and TFS Instances

- Conducted Coach and Team Agile Maturity Assessments
- Coordinated with other coaches on overall organization coaching strategies
- Coached both technical and non-technical agile teams
- Deliver Scrum 101, SAFe 101 and Agile 101 trainings.

### **Capital One – 2015 – 2016**

#### **Director, Partnership Card Marketing Operations and Agile Transformation (FTE)**

- Ensure marketing campaigns were delivered for Retail, CoBrand, and Horizontal Health and Hygiene
- Responsible for the Agile Transformation 2.0 and Maturation for Chicagoland MOPs organization
- Owned the Agile process for PMOPS and worked to align practices with Branded Card and SLQ2CQ
- Manage 4 Senior Managers and a department of 60 associates in Chicago, Richmond and Remote
- Collaborated with Project Managers and Product Owners on backlog management and continuous improvement
- Develop Agile Maturity Roadmap and monitor maturity progress
- Ensure Scrum Masters and Ops Leads are trained, certified and participating in the local Community of Practice
- Manage 2 agile coaches that provide agile coaching and training to the teams
- Manage Segmentation Team and Gateway Team
- Participate in Atrium Site Council
- Help establish a local Chicagoland African-American Network

### **Driver IT Consulting Company – 2009 - 2015**

#### **President and Principal Consultant**

- Provide consulting and temporary staffing for agile software development and IT organizations
- Manage and mentor Agile Project Managers and development teams
- Agile / SDLC Process Expert coaching and training Agile startups and SDLC to Agile transformations

#### **- Motorola, Inc (Principal Consultant) – Demandware – 09/2014 – 02/2015**

##### **Agile Transformation Coach and Trainer**

- Coaching Motorola.Com IT Agile Transformation and agile maturity
- Coaching of the Experience Architecture Team which included a cross-functional distributed team

#### **- Broadcast Music Inc, (BMI) (Principal Consultant) – PMO – 04/2014 – 08/2014**

##### **Agile Program Manager**

- Worked with Data Services Workstream to consolidate their backlog in RTC
  - Owned the Royalty Accounting and Affiliate Lifecycle Management Programs. Each program has multiple in-flight agile projects in different development phases with scrum masters managing sprint teams.
  - Manage Scope, Schedule, Budgets and Resource Allocations for Royalty Accounting and Affiliate Lifecycle Management Programs.
  - Matrixed environment of cross-functional teams using IBM Suite of tools including Rational Team Concert (RTC)
  - Provide Program status updates to C-Level and VP-Level Executives via written and verbal communication as well as Focal Point.
  - Projects included Royalty Accounting, Affiliate Administration, Affiliate On-boarding, Licenses in Effect for Digital Rights Withdrawal
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- **Cisco (Senior Consultant) – IP Telephony – 09/2013 - 04/2014**  
**Agile Coach, Scrum Master, Project Manager**
    - Worked with POs, Architects, and Dev Managers to develop release backlog for Firmware and Software products and features for IP Video Phone Hardware
    - Led Scrum Ceremonies (Release Planning, Backlog Grooming, Estimations, Sprint Planning, Scrum Meetings, Sprint Reviews & Demos, Retrospectives)
    - Stood up and trained three teams on the Agile Process using Rally Dev and Wiki
    - Provided visibility, transparency, accountability and status using Rally Dev
  
  - **Valtech (Senior Consultant) – Agile Consulting Group – 05/2013 – 07/2013**  
**Agile Coach & Trainer**
    - Provided feedback into client onsite Scrum Master Fundamentals training course
    - Revised training material for Scrum Master and Scrum Product Owner Fundamentals courses
    - Reviewed and provided input into various Agile Assessments
  
  - **Schneider Electric (Principal Consultant) – Power Logic SCADA – 03/2012 – 04/2013**  
**Agile Coach, Scrum Master & Trainer**
    - Provided Agile Coaching for Power Logic SCADA development team from Inception to Release
    - Developed Agile Framework for project leveraging PMP SDLC Process which includes a combination of Lean, SCRUM, XP, and Kanban
    - Served as Project Scrum Master to lead the development team through the SDLC and train the team hands on the Scrum Framework using TFS, Urban Turtle and SharePoint
    - Provided visibility, transparency, accountability and status using Urban Turtle and a physical Kanban board
  
  - **Wells Fargo (Consultant) – Family Wealth Management – 08/2011 – 12/2011**  
**Program Manager**
    - Managed Wealth Technology Small Business Enhancements Portfolio of Projects
    - Management of Project Managers who were responsible for software development teams that produce major releases for MDM and OBIE
  
  - **Premier Healthcare (Consultant) – Symphony Program – 05/2011 – 07/2011**  
**Program Manager & Scrum Master, Agile Coach & Trainer**
    - Responsible for development of MyPremier portal and portal Security
    - Provided leadership for lean agile process adherence using Rally, SCRUM and Kanban
    - Provided visibility, transparency, accountability and using Rally, Wiki and a physical Kanban board
  
  - **CrossView (Consultant) – Client Services Division – 01/2011 – 04/2011**  
**Project Manager & Scrum Master, Agile Coach**
    - Responsible for new feature development and hotfixes for cross channel sales application client Advanced Auto Parts
    - Lunched release plan including inception and planning phase for agile feature team using Scrum, JIRA and Greenhopper
    - Managed the development of the Product Backlog of Performance, Search and Navigation Features and User Stories
    - Managed matrix team of architects, analysts, developers, and testers
    - Managed delivery of two environment infrastructure projects.
    - Provided feedback on process improvements and consultation on continuous improvement
    - Used Jira and Word Documents and Excel Spreadsheets for workflow management and status
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- **LabCorp (Consultant) – New Client Product – 10/2009 – 10/2010**  
**Program Manager, Scrum Master, Agile Coach, Scrum Trainer**
    - Responsible for delivery of the roadmap of a new flagship platform of web based products, reporting directly to CIO.
    - Provided strategic oversight of Project Planning, Data & Analytics, Infrastructure, and Product Development working collaboratively with CIO, PMO, VP of Software Development and Chief Architect.
    - Lead cross-functional global organization located across 13 locations, over 80 resources, \$25M budget, with multiple complex and concurrent projects.
    - Responsible for leading, evangelizing and coaching a cultural transformation with a focus on delivery using agile methodologies including Scrum of Scrums.
    - Mentored and coached Senior Project Managers, Senior Product Manager, Senior Marketing Manager and Software Development Leads
    - Developed staffing plans, formalized job titles, roles and responsibilities, and standardize recruiting criteria.
    - Contributed to formalizing the Software Development Process and the Agile/Scrum transformation process for 5 mixed development teams (Waterfall & Agile).
    - Used Word, Excel and PowerPoint for Agile workflow management and status reporting

## **Microsoft Corporation 2006 – 2009**

### **- Online Advertising and Publishing – 5/2008 – 6/2009**

#### **Senior Program Manager, Scrum Master, Scrum Product Owner, Scrum Coach**

- Served as Scrum Master and Scrum Product Owner for four major releases.
- Served as process expert providing Scrum Software Development evangelism and coaching.
- Led end to end major software development lifecycle and maintenance releases for AdManager
- Drove complex integration projects with distributed teams and international stakeholders
- Used Jira and Greenhopper for Agile workflow management and Word, Excel and PowerPoint for status reporting

### **- Online Partner Program – 6/2006 – 5/2008**

#### **Senior/Lead Program Manager, Scrum Master, Scrum Product Owner, Scrum Coach, Scrum Trainer**

- Served as Scrum Master and Scrum Product Owner for five major releases
- Provided Scrum Software Development evangelism, expertise and coaching for entire division
- Led four end to end software development lifecycle and maintenance releases for the Partner Program Website Tools (Solution Finder, Solution Profiler, Channel Builder)
- Managed Feature Program Managers, Development, SQA, Build, Platform, and Support resources for program releases
- Led large international distributed team (US and India) with Scrum of Scrums with feature teams
- Used TFS and Excel Spreadsheets for Agile workflow management. and Word, Excel and PowerPoint for status reporting

## **IBM 1998-2005**

### **- Retail Store Solutions – 2004 – 2005**

#### **Technical Marketing Manager**

- Developed and presented product executive briefings and trade show demonstrations
- Provided product demos for future products including RFID for POS and Everywhere Display
- Project Managed demo software development for Self Checkout Solutions, Online Home Shopping and Payment Terminals
- Developed and provided product demonstrations for tradeshow: NRF, RSEC and NRA

### **- WebSphere Application Server - 2001 - 2004**

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## **Manager, Level 2 Software Service and Support**

- Line manager responsible for building and managing departments of Level 2 customer support engineers and contractors for WebSphere Application Server and WebSphere Edge Server.
- Developed and managed customer relationships by focusing on customer satisfaction and responsiveness to customer problem tickets.
- Established new team and process for solutions based support.
- Worked with Project Office and directly with customers to resolve critical situations
- Decreased product warranty cost and increased Customer Satisfaction
- Collaborated with global team to rollout new support processes
- Managed service planning, extended support contracts, and executive quality goals for product

## **- WebSphere Commerce Suite (WCS) - 2000 - 2001**

### **Program Manager, Technical Marketing**

- Program Manager responsible for demo development and customer product briefings
- Managed project teams responsible for solutions development and demo software development
- Managed team and process for in-bound and out-bound customer product briefings and demos
- Provided input to WCS customer engagement teams and responses to RFP/RFQ's
- Provided worldwide technical sales training and assisted sales in closing deals

## **- Network Hardware Division - 1998 – 2000**

### **Project Manager, Hardware and Software Development**

- Project Manager responsible for providing overall direction to the team in the formulation, development, qualification, and launch delivery of offerings to the market.
- Lead a global team (US, UK, Israel) in developing hardware and software for network switches and modules and network attached storage devices. (NAS)
- Responsible for project deliverables with an emphasis on quality, productivity, and consistency.
- Provided direction to the Product Development Team, project staff, and suppliers.
- Established strategic customer relationships and external teaming arrangements with customers to provide product information, and to support project execution.

## **Lucent Technologies 1996-1998**

### **- 4ESS - 1997 - 1998**

#### **Web Program Manager, Web Master & Subject Matter Expert**

- Managed a team of internal and external testers, developers and installers in execution of the plan. Received the Lucent President's Award for the management and quick turn around of a complex project for a critical business need.
- Developed and maintained the Division's web site and Intranet.
- Managed groups of Web Masters and development engineers who effectively managed their department web sites.
- Functioned as the subject matter expert and advisor to the Vice President
- Lead a taskforce for companies' e-business strategies including standardization of Intranets, Extranets and networking software.

### **- 4ESS/5ESS - 1996 - 1997**

#### **Software Developer (MTS)**

- C++ Object Oriented software developer responsible for porting code from legacy system to replacement system
- Designed feature specification requirements to evolve from the legacy telecom switch to the next generation network switch.
- Developed API's and wrapper to interface with legacy code.

## **Hewlett Packard**

### **- Laser Printer Division - 1993 - 1996**

#### **Software/Firmware Developer**

- Performed test development, testing, and firmware development for mid-range laser printers.
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- Developed firmware and test cases for printer paper handling.
  - Developed software applications for networking printer management.
  - Managed a cross-functional team of software installer development.
  - Provided on-going development support for products after release.

## EDUCATION

### **Certified Professional Coach - 2018**

Institute for Professional Excellence in Coaching - Chicago, IL

### **Master of Science in Computer Science - (Distinguished Graduate -GPA 3.91/4.0) - 1998**

Illinois Institute of Technology - Chicago, IL

School of Computer Science and Applied Mathematics

### **Bachelor of Science in Computer and Electrical Engineering - 1993**

Purdue University, West Lafayette, IN

School of Electrical Engineering

## CERTIFICATIONS

- Certified Foundational DevOps Professional (ICP-FDO), ICAgile, 2020
- Graduate Certificate in Change Management, Lake Forest Graduate School of Management, 2019
- Certified Professional Coach (CPC), Institute for Professional Excellence in Coaching, 2018
- Certified Energy Leadership Index Master Practitioner (ELI-MP), 2018
- Certified Agility Health Facilitator, 2018
- SAFe Certified SPC, 2018
- Certified Lean Six Sigma Green Belt, Purdue University, 2012
- Certified Master Project Manager (MPM), AAPM, 2009
- Certified Scrum Professional (CSP), Scrum Alliance, 2008
- Certified Scrum Product Owner (CSPO), Scrum Alliance, 2008
- Certified Scrum Master (CSM), Scrum Alliance, 2006
- Master's Certificate in Project Management, George Washington University, 2001

## TOOLS

- Agility Health Radar
  - Microsoft Project
  - Microsoft TFS
  - JIRA
  - Version One
  - SAFe
  - Miro
  - PlanningPoker.Com
  - Wiki & Blogs
  - WebEx, GotoMeeting, Skype, Zoom
  - Rally
  - Microsoft SharePoint
  - Trello
  - Microsoft Teams
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