

DONALD (MARK) HAYNES, CSM

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Agile Coach/Scrum Master

SUMMARY:

I bring a multidisciplinary approach to software engineering based upon extensive experience with software development, quality assurance, analysis & design, project management and process improvement. As a student of Deming, Drucker and Greenleaf I embrace the principles of the Servant Leader, continuous change and quality as an intrinsic product attribute. I provide support for Agile/Scrum, SAFe, Lean/ Kanban, Rational Unified Process and Waterfall. Domain knowledge includes: Data Analytics, Logistics, Health care, Insurance, Automotive, Telecommunications, Marketing and Finance. I have provided expertise with agile transformations, re-engineering, data conversions and infrastructure projects. I have managed both local, remote and off-shore teams.

- Transitioned teams to Agile/Scrum, Lean/Kanban, and Scaled Agile techniques
- Deployed productivity tools for Agile, QA, Requirements Management, and Project Management
- Implemented Capability Maturity Model, Project Management and Quality Assurance processes
- Conducted 6-Sigma & CMMi assessments, led SEPG teams and implemented SEI KPA's
- Supervised multinational teams on multi-million dollar, enterprise wide, strategic projects
- Speaker at User groups and conferences (STPcon, QUEST, PSQT) for BA's, Agile and QA topics

EXPERIENCE:

Dmarkhaynes consulting, Scrum Master/Agile Coach

As an independent consultant I provide expertise in helping organizations transition to a more flexible, productive approach using agile and lean principles. A few highlights include:

- Created agile games and facilitated at Agile Conferences
- Initiated a support group mentoring career navigation and Agile/Scrum and Lean practices
- Active in various agile and professional user groups
- Regular attendee and presenter at many Software conferences: Agile & Beyond, Cincinnati Day of Agile, Penguicon, Ohio Linux Convention, STPcon, QUEST and PSQT
- Author – currently blogging and writing a book on Scrum

Agile Coaching

My coaching style is mentoring and training with a strong focus on Requirement, Estimation and Quality Assurance. I have provided support to Agile Center of Excellence organizations, Scrum and Scrum of Scrum teams. I have deployed a full suite of training materials covering many Agile and Lean topics.

- Mentored teams on User Story Mapping, Writing and Deconstructing User Stories, Estimation, Kanban boards, Refactoring, Pairing/Sharing, RAID workshop and Retrospectives.
- I have transitioned teams from Waterfall to Agile utilizing Scrum, Lean/Kanban, and Scaled Agile
- Piloted Agile Maturity assessment, which evaluated scaled agile team' s State of Agile
- Created Scrum Master Tool Kit which provided assistance in standing-up new agile teams

Scrum Master/Agile Team Facilitator

My management style is that of the servant leader it typically involves a fair amount of coaching and mentoring. My primary focus is to identify immediate impediments to a team but the long term goal is to help resolve systemic issues. Supporting scrum ceremonies is the beginning of the journey. Demonstrating intent to follow foundational principles is the mark of a maturing team. I am always researching different techniques and approaches. It's not just the team that must mature. Both Scrum Master, Product Owner and team must mature as well. I have worked in Scrum, Lean, SAFe and Scaled environments.

- Provided support to Data Scientists conducting data analytics
- Leading teams replicating data sources into Hadoop, using Attunity and Scoop
- Provided support to Program Managers conducting marketing campaigns
- Supported teams deploying logistics and warehouse scanning application
- Proficient with agile tools: Azure DevOps Server, Team Foundation Server, Rally, JIRA and Trello
- Supported teams using Pairing, sharing, shadowing, TDD, Refactoring, and CD/CI techniques

Agile Quality Assurance Manager

I have managed QA teams using Agile/Scrum, Rational Unified Process and Waterfall. I have infused QA teams with agile principles. I was an early adapter of User Stories (or Test Stories), Story Pointing, agile estimating, Kanban, agile ceremonies, and Acceptance Criteria using Gherkin syntax.

- Managed agile test teams for an enterprise wide, program level implementation of EMV Debit/Credit card swipe technology in Financial & Merchant lines of business
- Managed agile test teams for an enterprise global retail consumer banking application
- Supervised multinational teams conducting: system, regression and UAT testing using Scrum, Rational Unified Process (RUP) and Waterfall

Process Improvement Roles

I have managed Process improvement teams and created an Estimating Center of Excellence. I have implemented a full range of testing templates and processes for Requirements, Project Management, Testing and Software Development.

- Conducted CMM Assessments
- Led Software Engineering Process Group
- Implemented CMMi KPA's and achieved SEI certification
- Conducted metrics programs and 6-Sigma investigations.

Other Roles

I have performed in an IT Governance capacity, managing vendor contract compliance, SLA agreements and a Change Control board, for private and nonprofit organizations. I have worked closely with external vendors, State Insurance Regulatory Commission, public advocacy groups, and state Navigators. Typically there was a reporting function to the Executive Committee. Special projects involved investigating high profile issues concerning security and release management and configuration management. I created a Disaster Recovery Plan.

EDUCATION: B.S. Data Processing/Biology, Northern Michigan University Marquette, Michigan, 1984.

Certifications: Certified Scrum Master; Ford: Agile Team Facilitator, Agile Practitioner, Product Owner

Software:

Azure DevOps Server, Team Foundation Server, Rally, JIRA, Trello, Attunity, HP ALM QC, Rational Requisite Pro, SoDA, HP Service Test, Genius, SmarteQM, Smarte Script, Silk Central, Rally, Clear2Pay, EXCEL, MS Word, MS Project, MS-Publisher, Access, Power Point, QSM suite, MVS, UNIX, and Ubuntu