

HIGHLIGHTS

Established leader with strong Product, Agile, Innovation and consulting experience in professional services and large, complex delivery and product efforts. Strong relationship builder who excels in dynamic, solution-oriented environments that leverage collaborative decision-making. Active in national Agile and PMP communities as a recognized mentor, leader and blogger. Founder of the Tampa Bay Product Owner Group and ProductCamp Gulf Coast. Author, international conference speaker and certified trainer. Collaborating author of Lean Agile Marketing. Winner, Agile Coach of the Year 2017, Tampa Bay Tech.

PROFESSIONAL HISTORY

CCG Analytics – Director of Client Success & Delivery Mgmt **06/2018 - Present**

Leads the Delivery Management practice; created new practice, competencies and pricing; oversees consistent application of best practices, manages delivery execution and client satisfaction, support Product and Portfolio solutions.

- Reduce waste and stabilize troubled projects as first line escalation
- Grow sales by partnering with Sales/Pursuit Teams through Discovery, SOW and pricing of efforts; vendor management
- Grow accounts through implementing client success strategy and product mgt practices
- Establish Community of Practice and other efforts to cross-pollinate cultural changes and best practices
- Support corporate training needs for Agile Product, Innovation, Design Thinking, onboarding, consulting

Accomplishment: 2018 6 mos metrics – Upsell of \$3M; reduced loss ~400K

Opal Consulting, LLC, Founder **01/2012 – Present**

Independent portfolio and product management coach. Specializing in design thinking, innovation workshops, and business agility.

- Provide executive consulting in agile leadership, innovation, org design to support business agility
- Help organizations create growth and sustain competitive advantage through innovation and ideation workshops and strategies
- Provide custom training and workshops for Agile, Scrum, Kanban, design thinking, change management

Clients - Moody's, Siemens, Gerdau, Epsilon, PwC, Jackson Hewitt, WellCare

AgileThought, Tampa, FL

Agile Transformation Consultant, Trainer

07/2015 – 12/2017

Led transformation initiatives including projections, sales support, and leading coaching team. Experienced coaching executives, leadership, international clients.

- Lead client engagement with leadership coaching, business agility; organizational design workshops
- Lead transformations - managed SOW, coaching roadmap; executive relationships and change mgt
- Create practice offerings - assessments, training, product management, innovation

Accomplishments: Engagements of \$60-100M; 30+ teams

WellCare Health Plans, Inc. (through Veredus), Tampa, FL **04/2015 – 06/2015**
Enterprise Agile Coach / Program Manager

Contract. Kick off a large, complex Agile transformation with off-shore vendors and 8 teams.

- Training and coaching
- Process improvements and executive collaboration

Accomplishment. Led a \$60M Clinical Program through their first Agile release.

Carfax, Centreville, VA **07/2012 – 04/2015**
Enterprise Agile Leader & Portfolio Manager

Full time portfolio manager instrumental in implementing the Portfolio Management Office.

- Reduced delivery time portfolio interruptions through creation of Lean PMO model
- Created alignment between business and IT through Agile coaching, training and innovation games
- Delivered assessments, ideation sessions, chartering, road-mapping, and quarterly planning for three value streams and ~30 teams

Accomplishments: Reduced average delivery time to < 3 months and portfolio interruptions by 50%. Implemented enterprise Agile tool (Mingle) 4 months early and \$18K under budget.

AARP, Rockville, MD **12/ 2011 – 06/2012**
Agile Coach, ScrumMaster **Consultant through TEKSystems**

Contract. Coached Agile frameworks for multiple teams

- Delivered Agile training and facilitated Scrum events as needed
- Instrumental in adapting the PMP process to partner with the Agile delivery teams
- Implemented enterprise Agile tool across all teams (Rally)

Accomplishments: 50% decrease in time to market across all Special Projects teams

Deltek, Herndon, VA **March 2011 – November 2011**
Program Manager, Agile Coach/ ScrumMaster

Contract. Coached adoption and use of Agile as Scrum Master for multiple teams

- Program manager for merging databases during acquisition of govwin.com & FIS
- Delivered Agile training and facilitated Scrum events as needed
- Implemented enterprise Agile tool across all teams (Rally)

Accomplishments: \$17M Agile program delivered on time and within budget

National Council of Architectural Regulation Boards
Washington, DC

Assistant Director, Project Management Office **April 2010 – March 2011**

Project Manager, Information Systems **March 2009 – April 2010**

Full time position evolved from Project Manager to Assistant Director

- Implemented an Agile PMO and coached multiple agile teams
- Conducted enterprise change management efforts to encourage use and adoption
- Manager of all IS teams including web services, software delivery, and help desk

Accomplishments: Delivered online certification system for nationwide architect licensees

EDUCATION

BS Business Management; George Mason University, Fairfax, VA May 2014

CERTIFICATIONS

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|---|----------------|
| CSPO: Scrum Product Owner, Scrum Alliance | December 2014 |
| CSM: ScrumMaster Certification, Scrum Alliance | September 2009 |
| CSP: ScrumMaster Professional, Scrum Alliance | November 2011 |
| PSM I, II, III Professional Scrum Master, Scrum.org | November 2015 |
| PSPO I, II: Professional Product Owner, Scrum.org | March 2017 |
| PST: Professional Scrum Trainer, Scrum.org | March 2017 |
| PSU: Professional Scrum with UX, Scrum.org | August 2019 |
| PMP: Project Manager Professional, Project Mgmt Institute | December 2009 |
| PMI-ACP: Agile Certified Practitioner, Project Mgmt Institute | January 2012 |
| Prosci Change Management Certification (ADKAR®) | September 2014 |
| SA: Scaled Agilist (SAFe) | February 2015 |

PUBLICATIONS

- Blogs: LinkedIn, Scrum.org, website: northstarproductlabs.com, www.theagilecorner.com;
- Collaborated on the book Lean Agile Marketing: How to Become Agile and Deliver Marketing Success by Femi Olajiga

PUBLIC SPEAKING

- Creating your Innovation Strategy: AgileCamp Portland/Nike 2019
- Coaching for Perf Mgt: AgileCamp Portland/Nike 2019
- Grow your Product Mindset: Women In Tech, Tamapa 2019
- Product Bootcamp: DevOps West, Orlando 2018
- Agile 101: ProjectSummit, Toronto, Canada June 2018
- Why didn't I think of that? Exploring Innovation: AgileCamp Dallas, Portland/Nike 2018
- The Introvert's Survival Guide to Agile: Scrum Alliance Global Gathering, April 2018
- Whose job is it anyway? Exploring roles: ProjectSummit, Orlando 2018
- Creating a Lean PMO: ProjectSummit, Orlando; Tampa Bay Agile Meetup; AgileCamp NY & Dallas; Agile Main Day May 2018
- Coaching through Change: PMI Washington DC 2014; 2015

COMMUNITY

- Founder: ProductCamp Gulf Coast at ProductCampGulfCoast.org
- Founder: Tampa Bay Agile Product Owner Group
- Board Member: ProjectSummit
- Memberships: Women in Tech International, Agile Alliance, Scrum Alliance, PMI
- Winner: Tampa Bay Tech 2017 Agile Coach of the Year