**EUGENE L. HOFFMAN, CSM, SA, CSPO, CBAP**

**CERTIFIED SCRUM MASTER - SOFTWARE DELIVERY PROFESSIONAL**

*Scrum Master and SAFe® Agilist supporting excellence in project execution and delivery*

Software delivery professional with extensive IT project experience in Insurance, Reinsurance, and Capital Markets, spanning all areas of global financial services organizations. Trusted servant leader with strong analytical, technical, and organizational skills. Collaborator and coach with an Agile mindset focused on continuously improving project teams and their delivery capabilities.

*Technologies*: Jira | MS Access | MS Excel | MS Outlook | MS PowerPoint | MS Project | SharePoint | MS SQL Server Management Studio| MS Visio | MS Visual Basic for Applications (VBA) | MS Visual Studio | MS Word | Qlik Sense (visualizations) | Rally | Software Development Lifecycle (SDLC) | SQL | Team Foundation Services (TFS)

**CORE SKILLS**

Agile Project Leadership | Business Presentations | Business Requirements Analysis | Cross-functional Team Leadership | Communication | Data Analysis | Negotiation | Process Improvement | Project Management | Regulatory Compliance | Software Delivery | Stakeholder Management | System Integration | End User Support | Vendor Management

**HIGHLIGHTS OF CAREER ACHIEVEMENTS**

* Led a team that implemented the integration of a policy administration system with a new billing system
* Led a team that implemented an enterprise OCR solution processing 12,000 submissions per month
* Managed re-platforming of 8 critical business applications from IBM Notes within a year using K2 Five (low code digital platform) and MS SharePoint in an Agile DevOps environment
* Designed and developed automated Casualty quote templates in MS Word, integrated with an IBM Notes rating tool, that reduced underwriter quote generation time by 50%
* Developed and implemented Qlik Sense multi-platform (mobile/desktop/tablet) digital dashboards that enabled C-level executives to access data analytics and visualizations for remote client meetings
* Automated a policy renewal solicitation process, reducing monthly processing time by 40% and increasing policy renewal rate

**PROFESSIONAL EXPERIENCE**

**THE HARTFORD**, Hartford, CT January 2020 – Present

**Project Manager/Scrum Master -** **Consultant**

* Serve as Scrum Master for a team that successfully delivered a Billing Integration MVP using SAFe®
* Serve as Scrum Master for a team that implemented an enterprise OCR solution
* Coordinate Production Releases and warranty support for application projects
* Create estimates of cost and duration for projects in collaboration with IT architects and stakeholders
* Communicate project status and regular updates on resources to all levels of the organization

**DESIGN WITHIN REACH**, Stamford, CT October 2019 – December 2019

**Information Technology** **Consultant**

* Created visualizations using sales and marketing data in Qlik Sense for C-level executive dashboards
* Analyzed and documented data warehouse refresh process using MS SQL Server Studio and MS Visio

**GENERAL STAR MANAGEMENT**, Stamford, CT July 2013 – June 2019

**Second Vice President, Senior Business Analyst**

* Served as Scrum Master/Project Manager/Product Manager for IBM Notes Re-platforming team of 4-5; helped organization transition to Agile mindset, organized and facilitated Scrum ceremonies, collaborated with Product Owner to create user stories with acceptance criteria and to prioritize backlog, worked on backlog items (data modeling and ETL, UI/UX design, K2 Five cloud development, QA and UAT testing)
* Coordinated technology needs for Casualty Division through requirements elicitation, process improvement, solution development, and data analysis & ad hoc reporting
* Created project charters with division managers that identified objectives and project scope

**GENERAL REINSURANCE**, Stamford, CT March 2007 – July 2013

**Assistant Vice President, Senior Business Analyst**

* Implemented GGY Axis actuarial modeling system for Life/Health Division as Lead BA
* Planned, estimated, and executed 15 projects as Lead BA / Senior BA
* Managed offshore BA consultants for a $13MM OneShield policy administration implementation
* Created BA process framework and project deliverable templates for PMO
* Analyzed business processes and created future states with suggested improvements
* Elicited, documented, and validated requirements in a complex, global environment
* Coordinated User Acceptance Testing (UAT) phases for multiple projects

**METLIFE**, New York, NY October 2000 – March 2007

**Assistant Vice President, Senior Business Analyst**

* Led team of four Business Analysts in analysis and project implementation tasks
* Created use cases, requirements docs, process models, ETL maps, and test cases
* Developed close working relationships with business customers and IT groups
* Coordinated User Acceptance Testing (UAT)

**EDUCATION**

**New York University - Tandon School of Engineering**, Brooklyn, NY

**M.S. Financial Engineering,** Financial Technology track

**Brandeis University**, Waltham, MA

**B.A. Economics,** International Studies Program

**CERTIFICATIONS**

Certified SAFe® 5 Agilist **SA**

Certified ScrumMaster® **CSM**

Certified Scrum Product Owner® **CSPO**

Certified Business Analysis Professional® **CBAP**

ITIL® Foundation

**AFFILIATIONS**

Scrum Alliance

Scaled Agile