Tony Yan

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Project manager (PMP and CSM certified) with proven track record of IT software development projects completed on time, on budget, and with high quality.

Profile:

- Certified PMP with 9+ years experience with SDLC/Waterfall on software and hardware projects. License # 2166306
- Certified ScrumMaster (CSM) with 8+ years experience using the Agile Methodology (Scrum). License #420901
- Full SDLC/Waterfall lifecycle experience including activities such as writing business and functional requirements, scope of work (SOW) definition, status meetings with C level executives, project schedules, risk analysis and mitigation, working in cross functional teams (remote, onshore, and offshore), User Acceptance Testing (UAT), Requests for Proposals (RFP), organizational change management, stakeholder management, upper management presentations, and coordinating and managing external vendors.
- ScrumMaster for Agile software development teams and responsible for activities such as sprint planning, backlog grooming, daily stand ups, removing impediments, retrospectives and status reports to stakeholders and C-level executives.
- Experience with software development, infrastructure, and business projects and handling multiple (3-5+) complex projects concurrently.
- Managed internal and external customer facing projects including SaaS, B2B, and B2C applications
- **Competencies**: SDLC Waterfall, Agile/Scrum, JIRA, Confluence, stakeholder management, organizational change management, MS Project, MS Visio, MS Excel

Work Experience:

Centerfield Media
IT Project Manager and Scrum Master
4/2021 to present

- Project Manager and ScrumMaster for multiple projects/teams related to Digital Marketing, SEO/SEM, and lead generation.
- Spearheaded IT projects to successful completion with effective communication between team members and stakeholders, providing timely status reports, managing project timelines, and mitigating risks.
- Implemented Agile/Scrum for two teams (Data Warehouse and Speech Analytics) that was previously only loosely using Kanban.
- Improved the Agile/Scrum process of a third team (digital media team managing a B2B SEO marketing website) that was lacking communication and transparency with stakeholders.
- Managed a large project to transition a legacy CMS to a new Headless Wordpress CMS.
- Managed a project for automating speech analytics using Call Miner to identify keywords to help improve conversion rates with customers.
- Managed integration efforts of external clients for web leads generation into SalesForce CRM.

Skechers Footwear
IT Project Manager and ScrumMaster
6/2018 to 8/2020

Acting as IT Project Manager
- Managed a project to implement an enterprise-wide SaaS PLM (Product Lifecycle Management) system. This new system is intended to replace multiple end-of-life systems with a single digital platform.
    - Rolled out to a global user base of over 1,000 internal and external users
    - Managed a team of 10+ people including 6 consultants (onsite, onshore, and offshore).
    - Managed 3rd party vendor responsible for cloud hosting.
    - Provided organizational change management to a large user base including hostile users.
    - Maintained consistent communications between the project team, stakeholders, vendors, and consultants.
    - Tracked and managed risks and issues. Removed blockers and impediments as quickly as possible. Escalated risks/issues as needed.
    - Provided weekly and monthly status reports to all concerned parties including Sr VPs and Sr Directors.
    - Tracked and managed project budget, timeline, and resources.

Acting as ScrumMaster
- Implemented Agile/Scrum for a team of 10+ members that had zero Agile experience.
- Trained Scrum team on Agile methodology, procedures, and tools.
- Setup, managed, enhanced, and utilized JIRA and Confluence.
- Provided JIRA administration duties for the team.
- Increased efficiency and throughput by streamlining and documenting workflows.
- Enhanced stakeholder communication when previously it was almost non-existent.
- Improved documentation standards and procedures using Confluence and templates.
- Responsible for all Scrum ceremonies (daily scrum, sprint planning, backlog grooming, sprint review, retrospective).

Orasi Software
Consultant / Project Manager
7/2016 to 6/2018

Project Manager for implementing Test Automation software for client (Toyota) on a Professional Services contract
- Acted as Project Manager for multiple automotive financial projects for global automotive client. The largest of these projects was a one year contract to provide a test automation solution for a revamped USA-wide dealership finance system that integrated with many other Toyota enterprise applications. This test automation suite would be responsible for automating the testing of 100's of test scenarios after each new software patch.
- Responsible for project management aspects of project including but not limited to:
    - Managed teams of 4-12 members (onsite, onshore, and offshore) to ensure appropriate utilization of skills and time.
    - Creation of daily and weekly status reports.
    - Conducting daily/weekly status meetings with team and stakeholders.
    - Creating reports for upper management.
    - Tracking of project schedule and deliverables.
    - Mitigation and escalation of risks and issues.
    - Removing impediments for team members.

- Managing and tracking task progress.
- Constant scope changes and environment issues on client side required extensive use of milestone renegotiation and issue resolution skillset.

DirecTV / AT&T
ScrumMaster / Product Owner
11/2015 to 7/2016

Utilized the Agile methodology and JIRA to manage two IT Scrum teams using two week sprints. Responsible for all ScrumMaster responsibilities and artifacts (daily scrum, sprint planning/retrospective, backlog grooming, removal of blockers, etc).

ScrumMaster and Product Owner for online web video player:
- Managed scrum team of 10 people for the online streaming video player.
- Handled product owner responsibilities which included tasks such as backlog prioritization and product story creation.
- Led team's transition from Scrum/Waterfall to a true Scrum methodology and trained the team on Scrum best practices.
- Managed the cleanup and prioritizing of the backlog from 550 tickets down to 200 tickets.
- Documented and streamlined the production release process.
- Updated and maintained the Confluence wiki with all relevant information related to the team.
- Updated and maintained the roadmap for distribution to team members and upper management.

ScrumMaster for online app for viewing video content on different devices (mobile phones, laptops, XBox One):
- Managed scrum team of 8 people for the video player apps to allow customers to download video and pay-per-view content from their home set top boxes to their mobile devices to allow watching content from anywhere. This team was also tasked with creating an app to watch DirecTV content through their XBox One console device.
- Achieved consistently high velocity each sprint (90%-100% of story points completed each sprint).
- Management of this team consisted of both onshore and offshore members (most were offshore).

Verifi
IT Project Manager and ScrumMaster
10/2014 to 10/2015
Acted as Project Manager for IT Infrastructure and Business projects utilizing SDLC/Waterfall methodology. Projects consisted of 3-10 cross-functional team members with budgets ranging from $50,000 to $1,000,000.
Acted as ScrumMaster for SaaS software development teams. Sprint duration was two weeks and JIRA and Confluence were our Agile tools. Scrum teams ranged in size from 6-8 people.

Projects/Accomplishments include:
- Colocation datacenter migration utilizing Cisco hardware and open source technologies such as OpenStack and Chef resulting in increased robustness and reliability.
- Payment Card Industry Data Security Standard (PCI DSS) auditing completed successfully for 2015. This is an industry imposed set of compliance standards all companies must adhere by to continue doing business in the card-not-present space. Compliance standards includes items such as network security, hardware/software hardening, and building and datacenter security.

- Migration of the company's Intranet to a stronger and a more reliable server using the latest version of Atlassian's Confluence engine.
- Enhanced communication and increased potential sales channels by delivering a quarterly newsletter to all outside clients.
- Scrum Master for three Agile software development Scrum teams for web based SaaS projects and assisted in improving the processes and velocity of all three teams by at least 15% over a six month period.

Education:

- M.S. Information Systems (eCommerce Concentration)
  California State University of Fullerton

- B.A. Economics
  University of California, Irvine