ROBERT F. JACKSON, CSM CSP SAFe

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ENTERPRISE AGILE COACH

Innovative and collaborative, Agile Thought Leader, with real world scrum & transformation experience. Excellent communicator, facilitator, & liaison between Stakeholders and IT. Skilled in both SAFe and LeSS scaling techniques. Exemplary leader with tactical background in agile & waterfall development, data integration, custom enterprise implementations & technical support. Sterling history of building and leading cross-functional, multi-disciplinary teams to top-flight service. Ability to absorb complex technical information and steadfastly react to changing technology environments across multiple business arenas.

Areas of Expertise

App Development iOS & Android	C level Communications	Near & Off-shore Development	User Acceptance Testing
Agile Coaching & Training	Technical Roadmap Development	Jira, Confluence, & Version One Adm.	Stakeholder Communications
Scrum, Kanban, XP, Nexus, TDD, FDD	Vendor Management	Determination of ROI	Agile Transformation Advisment
SAFe, LeSS, CI/CD,DevOps, Lean	Agile Maturity Assessments	Agile & Waterfall Development	Coordination of Team Dependencies
Project Management	Project Coordination & Communications	Agile CoE Advisement	Requirements Documentation

PROFESSIONAL EXPERIENCE

VERIZON TELEMATICS   Jun 2016 to Jan 2018

HUM is Verizon Telematics' IOT (Internet of Things) product which provides diagnostic information, speed and boundary alerts, wifi, & car location services for after market vehicles

AGILE COACH

Agile Coach for 5 off-shore teams. Scrum Master to two front-end on-shore teams developing iOS, Android, and Web Portal applications and one back-end team specializing in HADOOP Data Lakes & Microservices. Facilitated organization's Agile Transformation from Waterfall processes.

- Coached the project team on LeSS and Lean-Agile principles
- Maintained the Agile framework
- Walked the product owner and stakeholders through the more technical user stories
- Encouraged collaboration between the Scrum team and product owner
- Facilitated the daily stand-ups
- Helped the team maintain their burn-down chart
- Set up retrospectives, demos or sprint planning sessions
- Managed project radiators and read outs
- Maintained key metrics
- Facilitated release & "Big Room" planning sessions

MULTIMEDIA3 (www.Whereyatt.com) –Atlanta, Ga   Oct 2015 to Present

Whereyatt is a locator app that allows the user to instantly send their location information to a predefined contact list. The user can quickly communicate to contact list members if they are having a police encounter, enjoying a party, lonely, or scared with a automated text which also gives the uers current map location. Whereyatt is currently available in both Apple App and Google Play Stores

PRODUCT OWNER
- Owned the development of the product strategy and vision supported by internal and external analysis
- Defined the product roadmap based on the company strategy & vision
- Wrote complete and detailed oriented user stories, product requirement documents, and specs
- Managed weekly sprints as Product Owner in an Agile environment using Jira
- Managed third party integrations and established strong third party vendor relationships
- Recommended architectural improvements, design solutions, and integration solutions
- Developed and fostered strong client relationships
- Train support staff and stakeholders for all client support needs to ensure flawless "go to market" transitions

CATLIN –Atlanta, Ga   Feb 2013 to Nov 2015

Catlin Group Limited is a global specialty property / casualty insurer and reinsurer, writing more than 30 lines of business. Our six underwriting hubs in London/UK, Bermuda, the United States, Asia Pacific, Europe, and Canada place us at the heart of every major insurance market.

AGILE COACH / SOLUTION TRAIN ENGINEER

Program Level Manager for a 77 million dollar system upgrade project employing SAFe. This project required 20 to 30 different development teams to work in two week sprints across 3 separate timezones and countries. I initially served as Scrum master for the Systems Integration ART (Agile Release Train) but was later moved to the position of RTE serving as the program manager providing Servant Leadership for 3 Release Trains. The ARTs worked for 5 iterations inside the Program Increment. In the role of RTE, I removed impediments, pursued constant levels of improvement, and mitigated risks for the Release Train.

Duties Included:
- Pre and Post PI Planning
- Maintained Continuous Delivery Pipeline of value to endusers
- Facilitation of Product Level Demos
- Mentored and developed organization's Scrum Masters
- Focal collaborative point between PO, Teams, and Solution Architects
- Foster Transparency
- Manage Risks
- Tracked Program Level Impediments
- Manage radiators
- Used Kanban to visualize flow of features from ideation to implementation
- Facilitated DevOps relationships
- Managed features, program epics, & program backlogs
- Worked with Solution Architects to solidify Architectural Runway

ROLLINS –Atlanta, Ga   **Feb 2010 to Nov2013**

Premier US consumer and commercial services company serving more than 2 million people worldwide

SCRUM MASTER / DIRECTOR OF APPLICATION INTEGRATION

Develops and maintains growing internal business relationships for both fixed priced and T&M projects. Leads in- house and consultant project teams from project planning through deployment, providing solutions on complex application integration projects. Molds the business and IT roadmaps. Oversees budgets in excess of $1M annually. Implemented Agile Methodology after obtaining CSM (Certified Scrum Master) and remediated SOX deficiencies while enhancing branch reporting. Captained multiple successful EAI projects of various complexities and business

functions (Payroll, Sales & Marketing, TechnicianValidation) utilizing the webMethods and Informatica Integration platforms. Created reporting metrics for development projects. Reports directly to CIO on special projects. 14 direct reports. (development managers & business analysts)

Managed budgets of $2.9M+ in 2011 and $3.5M in 2012, staying under budget in 2011 and on budget in 2012.

Completed implementation of agile development project on a backlogged maintenance system, building a for- midable team capable of conducting monthly sprints and eliminating 600 out of 700 backlogged items in six months. Oversaw $250K budget and finished project having only used $190K of total budget. Successfully com- pleted project essentially resuscitated legacy application.

MANAGER OF APPLICATION INTEGRATION   (2005 - 2010)

Supervised an integration team of 5 webMethods Engineers that successfully designed, developed, and deployed over 100+, B2B and A2A, integrations for multiple Rollins departments (HR, AP, AR, GL, Tax, Accounting, Real Estate, Payroll, and Marketing). Maintained $800K departmental budget, without ever going over budget in tenure. Promoted after robust performance

- Received Scrum Master Certification

INTEGRATION ENGINEER   (2001-2005)

Created customized EDI & EDIINT AS2 webMethods integrations for large customers. Served as project manager coordinating webMethods upgrades. Fashioned PGP/FTP code base. Delivered monthly integration status reports to upper management. Employed 50-100 different integrations using a variety of protocols. Promoted to Manager of Application Integration after successful tenure

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION – MANAGEMENT INFORMATION SYSTEMS — UGA

CSM - Certified Scrum Master , Scrum Alliance
CSP – Certified Scrum Professional, Scrum Alliance
SAFe - SAFe 4 (SA) Agilist Certification, Scaled Agile