

SEAN SWEENEY

Scrum Master / Project Manager - PMP, PMI-ACP, ITIL, SPC, SASM, A-CSM, PSM II, SAFe
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SUMMARY

Experienced Scrum Master and Agile Coach serving and coaching teams and organizations, relentlessly improving people and processes, while leading the delivery of complex products. Extensive experience providing first rate customer service delivering technology solutions including lifecycle leadership over all phases of project initiatives and implementations.

Skills: Agile/Scrum/Kanban/SAFe (15 years); Project Management (10 years); Systems Analysis and Design, Software Development (20 years); Database Management (15 years); Customer Service; Communication; Leadership; Coaching; Problem Solving; Process Improvement

Certifications:

- Project Management Professional (PMP)® Certified through Project Management Institute (PMI)
- PMI Agile Certified Practitioner (PMI-ACP)® Certified through Project Management Institute (PMI)
- ITIL® 4 Foundation CPD (ITIL) Issued by AXELOS
- Certified SAFe® 6 Practice Consultant (SPC) Issued by Scaled Agile Inc
- Certified SAFe® 6 Release Train Engineer (RTE) Issued by Scaled Agile Inc
- Certified SAFe® 6 Advanced Scrum Master (SASM) Issued by Scaled Agile Inc
- Certified SAFe® 6 Scrum Master (SSM) Issued by Scaled Agile Inc
- Certified SAFe® 6 Product Owner/Product Manager (POPM) Issued by Scaled Agile Inc
- Certified SAFe® 6 Practitioner (SP) Issued by Scaled Agile Inc
- Certified SAFe® 6 DevOps Practitioner (SDP) Issued by Scaled Agile Inc
- Certified SAFe® 6 Agilist (SA) Issued by Scaled Agile Inc
- Professional Scrum Master II (PSM II) Issued by Scrum.org
- Professional Scrum Master I (PSM I) Issued by Scrum.org
- Advanced Certified ScrumMaster® (A-CSM®) Issued by Scrum Alliance
- Certified ScrumMaster® (CSM®) Issued by Scrum Alliance

WORK HISTORY

9/2021– Present

Scrum Master, NBC Universal, New York, NY

- Scrum Master for two teams on two ARTs facilitating all Scrum team ceremonies
 - Peacock digital asset management
 - Peacock ML/AI data enrichment for contextual advertising
- Focused teams on delivering their committed Sprint Goals & PI Objectives
- Introduced ART Syncs to collaborate on cross-team dependencies
- Coached Scrum Masters/Product Owners/Leadership on Scaled Agile Framework best practices

- Shaped Scrum Master Community of Practice
- Collaborated on Agile Task Force to evolve organization's Agile maturity

7/2021– 9/2021

Scrum Master, Excellus Blue Cross Blue Shield, Rochester, NY

- Scrum Master for organizational Agile transformation
- Coached domain on Agile mindset & Scrum best practices

8/2018 – 7/2021

Scrum Master/Project Manager, FedEx Logistics, Transport & Brokerage, Buffalo, NY

- Scrum Master for multiple teams on multiple ARTs facilitating all SAFe team ceremonies
 - build of a new modernized brokerage system
 - legacy brokerage and regulatory applications
- Protected Agile teams to allow them to focus on work
- Persuaded seasoned developers to shift to an Agile mindset by incrementally changing old habits
- Helped stand-up a new Agile Release Train
- Coached newly formed team to progressively improve practices to increase value delivery
- Mentored scrum masters and product owners to improve Agile processes
- Aligned leadership to allow teams to experiment
- Dispatched equipment for Work from Home initiative during COVID-19 crisis
- Oversaw the migration of hardware and software asset management from proprietary application to Oracle's ServiceNow platform
- Participated in a QAT (Quality Action Team) to consolidate and revamp onboarding process across operating companies
- Planned global office openings and renovations. Coordinated with local Stakeholders, Finance, Legal, Facilities, Network Services, and Vendors to get offices built out, wired for phones and data, as well as set-up with IT equipment such as servers, network devices, computers, and peripherals
- Partnered on enterprise-wide effort to upgrade to Windows 10
- Executed projects to procure IT equipment for FedEx Trade Networks global workforce, including equipment refreshes
- Managed FedEx Trade Network's IT asset database
- Coordinated service requests by assigning technicians to serve our business units and customers efficiently while maintaining service level agreements

7/2016– 7/2018

IT Consultant, Eureka Logic, Amherst, NY

- Designed an SMS marketing and e-commerce product
- Coached a local medical company on upgrading their workflow system
- Participated in design review meetings and translated requirements to developers and guided the team when issues related to business requirements arose

- Guided Olive Media on their Managed SEO solutions strategy and products
- Advised local law firm on website strategy and solution

5/2008 – 3/2016

Bank of America, Amherst/Getzville, NY

Service Delivery Manager

4/2015 – 3/2016

- Point of contact for all things Technology for Special Loans within Default Mortgage
- Ensured reliability and availability of systems and applications
- Responsible for remediation plans for bringing 41 legacy applications into mortgage technology infrastructure
- Chaired technology audits to identify, manage, and mitigate risk in applications and systems

Project Manager

8/2012 - 4/2015

- Coordinated application and systems development (including release management), infrastructure upgrades, and technology audits
- Controlled a suite of websites and 60 web services to transfer data with vendor's workflow system as mortgage servicing platform changed from mainframe to iSeries systems
- Orchestrated relocation of 100 servers across multiple locations during divestiture of Getzville, NY operations center
- Facilitated meetings with stakeholders to identify and gather business requirements and convert into functional requirements
- Organized Business Impact Analysis meetings to create Business Continuity and Disaster Recovery plans
- Managed remote teams spread throughout United States and India

Scrum Master / Software Engineer / Team Lead

5/2008

- 8/2012

- Spearheaded an Agile approach to software development within my department
- Created a web application used by call center associates to determine scripts for customers to establish eligibility for Imminent Default programs
- Using an Agile approach, followed a short release schedule to continuously add features and respond to government mandates. Enabled customer service team to decrease number of call center associates taking calls from 300 to 20 and average call length from 55 minutes to under 15 minutes, saving \$500k in operating costs
- Directed a team in the remediation of 44 legacy applications onto mortgage technology platform
- Guided a team to streamline struggling REO charge-off department.
- Transformed the process to determine, track, and execute weekly charge offs of loans. Reduced decision errors to <1%, boosted efficiency tenfold, and ensured the weekly deadline was met 100% of the time
- Engineered process improvement solutions for default mortgage applications
- Provided Level 3 support to production systems
- Converted and automated production jobs and data feeds from MSP/Black Knight mainframe data to CACS, DAL, RMS iSeries data
- Initiated a production wiki to enable team members the ability to fix production errors, decreasing downtime and increasing customer satisfaction

11/2000 – 5/2008

WebMedia Services, Williamsville, NY
IT Manager

6/2005 - 5/2008

- Supervised developers
- Managed client accounts across various industries including government, media, law firms, manufacturers, distributors, health services, and retail
- Vendor management
- Executed Cloud migration of data and applications
- Delivered custom application development projects
- Established documentation procedures

Sr. Programmer / Analyst / Scrum Master

11/2000 – 6/2005

- Produced custom applications, content managers, e-commerce websites, extranets, and intranets
- Headed Agile experiments to improve our process
- Served as Scrum Master and/or Product Owner
- Created OrderVault, a component and software package for end-to-end encryption of customer data for transfer over the Internet
- Launched a tool for a start-up company of retailers and distributors to collaborate on producing advertising campaigns
- Collaborated with clients to gather business requirements and turn into functional specs
- Designed and managed relational databases
- Administered database, web, and file servers
- Demonstrated, trained, and provided technical support for users on applications
- Reconciled production and risk issues and updated legacy code
- Researched new technologies, determined their application, and integrated them into clients' systems
- Installed network cables and setup devices at client locations

EDUCATION

SUNY College at Buffalo, Buffalo, NY
Bachelor of Science, Computer Information Systems