Austen Tucker CSM
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EXPERIENCE SUMMARY

Multitalented scrum master, business analyst, amateur developer, and project manager with fifteen years of experience delivering customer-focused software across multiple industry verticals. They are most at home in environments that allow them to utilize their unique, out-of-the-box skillset as techie, teacher, servant leader, and creative person to devise elegant solutions to inelegant problems.

TOOLS AND SKILLS

Facilitation: Jira / Confluence / Trello / Mural / Remote and Hybrid facilitation experience / Time zone management for offshore teams
Development: Node.js / Python / Express / Bootstrap / Postgres / Amazon Lambdas / Postman
Tracking: Google Analytics / Hotjar / Datadog / Grafana / Tableau / Swagger

PROFESSIONAL EXPERIENCE

Arity, Chicago, Illinois, *Senior Scrum Master and Agile Coach*, **06/2020 to Present**
Ensured proper use of Scrum for 3 development teams and performed Agile Delivery leadership duties for a team of 50+ engineers.

- Updated quarterly planning processes for a group of 50+ engineers by utilizing OKRs and ruthless prioritization to focus leaders and decision-makers on creating end-user value and proving that value with business result-focused data. The new process reduced the number of projects in-flight and reduced rollover from quarter to quarter. The improvements also reduced the time required to complete quarterly planning by 50%.
- Coached teams to stay focused on outcomes instead of task lists by pegging team progress to business focused OKRs.
- Maintained 1:1 meetings with individual scrum masters to explore better ways to facilitate Scrum for their teams. Three of my mentees were promoted within the organization to senior Agile Delivery roles.
- Created and presented easy-to-digest presentations about the advantages of Agile that were presented at company-wide learn day presentations. As a result, Arity started critically evaluating the value of work versus the cost of doing nothing. (Samples available on request)

Kazoo, Chicago, Illinois, *Senior Scrum Master and Head of Agile PMO*, **01/2019 to 06/2020**
Key decision maker on the technology leadership team as well as a Scrum Master for 3 teams.

- Lead on prem and remote software teams through an agile transformation brought on by the merger of two companies.
- Established "Weather Station" PMO model to inform management of project status. This model emphasized the importance of prioritization and agile methodology; the resulting visibility reduced the number of in-flight projects by 50% and increased feature delivery throughput by a similar factor.
- Implemented changes to team workflow and product prioritization that increased visibility and accountability for team members resulting in a 100% increase in velocity and 400% increased feature delivery by teams in one quarter.
- Managed two direct reports on the agile delivery team, including mentoring and coaching.

Guaranteed Rate, Chicago, Illinois, *Scrum Master and Project Lead*, 11/2015 to 12/2018
Scrum Master for 2-3 teams in a flat organization

- Took on a cross-team, two-year initiative for mortgage application package generation that had fallen behind schedule. Worked with engineers to rescope the project, define clear milestones, and communicate to executives the blockers and risks that threatened project delivery. Once rebased the project delivered an MVP within two months and reduced time to create app packages by 75%.
- Worked with business stakeholders to develop a measurement plan for Gateless, a web app designed to help realtors and referral partners, using Google Analytics and Hotjar. The metrics helped the team make a successful case for removing features that were used by < 1% of visitors.
- Acted as product owner for a data mining tool that generated $1.5B in locked loans for the company.
- Developed a live Google Maps visualization in JavaScript and Bootstrap that showed where loan locks were happening. The tool was put onto the front page of the intranet.

OTHER EXPERIENCE

Chicago Housing Authority, Chicago, Illinois, *Business Analyst and Scrum Master*, 10/2012 to 10/2015

Technology Partnership Group, Indianapolis, Indiana, *Business Analyst*, 5/2009 to 9/2012

EDUCATION/CERTIFICATION
Wabash College, B.A., English, Rhetoric, and Teacher Education, 2007