Andrew Harrison Klein

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Summary

Senior Agile Professional with a proven record of 10+ years in successful project leadership, change management, Digital Transformation and product support for small, medium and large enterprise technology journeys. Broad, well-rounded experience across multiple industry domains, including banking, wealth management, manufacturing, international, state government and speed-to-market tech start-ups.

Experience

Vice President, Lead Scrum Master

Northern Trust Corporation

Feb 2022 - Present (1 year 2 months)

Lead Scrum Master for the Wealth Management Digital Metamorphosis Team responsible for optimizing the value flow from generation of ideas to release.

+ Enable mission and product capability teams to maximize learning from incremental delivery.

+ Establish a culture of continuous learning and improvement through Agile coaching.

+ Serve as internal trainer providing training assistance to teams and members outside.

+ Service to Mission/Product Owner on techniques for effective Product Backlog Refinement, feature prioritization to maximize value and ensuring everyone on the team understands Product domain, goals and scope.

+ Service to Development Team by removing impediments; facilitating sessions to enable problem solving and seeking a resolution; Agile Coaching on self-organizing and cross-functionality; helping create high value products.

+ Product management including discovery to launch, MVP, Product Road-mapping, product owner coaching and guidance on story writing, feature prioritization, backlog management.

+ Project assessments including Agile scoring, Start/Stop/Continue, quality value mindset vs quantity. Scrum Framework reset training.

+ Coach teams to a state of self-managing, high-performing delivery.

Delivery Manager Scrum Master

Wells Fargo

Aug 2012 - Feb 2022 (9 years 7 months)

Roles held: Assistant Vice President; Senior Business Systems Consultant; Delivery Manager; Process Engineer; Scrum Master.

+ Scrum Master for two Product Teams in Servicing Operational Risk Management supporting multiple internal applications.

+ Coach delivery team to follow generally accepted Scrum practices as a servant-leader.

+ Govern the "Definition of Done" process to ensure product and engineering goals are being fulfilled, including, but not limited to: automated test results, test results, automated CI and CD results and deliverables.

+ Translate sprint data and metrics to help assess team maturity, optimizing velocity, predictability and to achieve higher levels of product team performance.
+ Partners with Product Owner to communicate delivery of product to stakeholders and senior leadership.
+ Promote development and highly effective cross-functional teams.
+ Delivery Lead of project ideation to discovery to launch.
+ Worked directly with Leads and subject matter experts to implement and practice Kanban and Lean process improvement events.
+ Conceptualized complex processes into consumable executive summaries and business support materials.

Project Manager

Political Brinq Marketing

Sep 2016 - Aug 2021 (5 years)

Contract PM for a small privately owned digital marketing company that specializes in providing digital marketing and mail print services to clients.
+ Project Management including timeline, budget and design support.
+ Vendor Relations.
+ Product Design coordination.

Agile Project Manager

Big Sister Corp

Aug 2019 - Apr 2020 (9 months)

Contract PM for https://consciously.us/, a fast-growing, speed-to-market tech start-up.
Provided subject matter expertise to CEO and Technology Team on project management tools, discipline, Scrum Framework and Agile Philosophy to launch a successful MVP.
+ Agile Coach to delivery team.
+ Scrum Framework training.
+ Product support - Feature/Backlog creation and prioritization.

Business Systems Analyst

Vermeer Manufacturing

Aug 2011 - Aug 2012 (1 year 1 month)

Manufacturing ERP System Implementation - Vermeer China
+ Translate complex business needs and into functional requirements.
+ Business Process Mapping design and measurement of complex workflows.
+ Business Requirements document creation.
+ Support for custom application development and/or third-party technology solutions.

Communications Business Analyst

State of Iowa, Iowa Workforce Development

Aug 2009 - Mar 2011 (1 year 8 months)

Implemented a communications plan to promote the $16 million Unemployment Insurance (UI) Tax Program, My Iowa UI.
+ Liaison between project and end users, testers, management and technology including Help Desk support for users.

+ Documenting User Requirements.
+ Stakeholder presentations, review and feedback sessions.
+ User Acceptance Training.
+ Social media marketing for promotion of new web application.

Marketing Project Manager
AATB Inc.

May 2008 - Aug 2009 (1 year 4 months)
Created and implemented a business plan to organize a franchise division through established procedures and communication with branch managers throughout the State of Iowa.
+ Responsible for delegating and managing selling operations and establishing best practices for operational procedures and standards.
+ Process Improvement work including implementing improved inventory process and sales workflow processes for internal and franchise business units.

Relationship Manager
First Horizon Home Loans, Wells Fargo Financial

May 2002 - May 2008 (6 years 1 month)
+ Mortgage origination, processing and underwriting of complex real estate secured loans.
+ Primary lender and lead seller of prime, sub-prime, retail and wholesale/secondary market loans.
+ Loan pipeline management.
+ Financial analysis including real estate, legal, income, tax and other confidential documentation.

Education

Drake University
MBA, Business Administration
2009 - 2011

Iowa State University
Marketing, Marketing; Management
1998 - 2002

Licenses & Certifications

Scrum Master Certified (SMC) - Scrum Alliance
Issued Dec 2014 - Expires Aug 2023
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Professional Scrum Master™ II (PSM II) - Scrum.org

Certified Scrum Product Owner (CSPO) - Scrum Alliance
Issued Mar 2023 - Expires Mar 2025
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Skills

Digital Transformation • Azure DevOps Server • Miro Collaboration Platform • Change Management • Product Road Mapping • Azure DevOps • Scrum • Agile Leadership • Project Management • Agile & Waterfall Methodologies