Christian Bertrand

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PROFESSIONAL SUMMARY

Agile Certified and experienced Agile Business Analyst/Team Facilitator with expertise in managing complex projects using agile practices. Skilled in facilitating agile ceremonies, requirements gathering, and removing impediments. Strong communication and problem-solving skills to collaborate with cross-functional teams and deliver high-quality solutions that meet stakeholder needs. Continuously improving skills and practicing Agile mindset to deliver highest value, consistent results, and creative solutions while maintaining growing relationships with the team.

CERTIFICATIONS

- ICAgile Certified Professional (ICP) – ICAgile
- Agile Team Facilitation (ICP-ATF) – ICAgile
- Professional Scrum Master (PSM 1) – Scrum.org

COMPETENCIES

- **_Competencies:_** Business Analysis, Product Management, Team Facilitation, Scrum Master, Strategic Roadmap Development, User stories, Wireframes
- **_Methodologies:_** Scrum, Kanban, Lean, XP, Waterfall
- **_Soft Skills:_** Growth-Minded, Stakeholder Relations, Facilitation, Customer Relations, Escalation Management, Written & Verbal Communication, Public Speaking, Self-Starter, Coaching, Consulting, Adaptable, Servant Leadership
- **_Tools and Software:_** Jira, Slack, Miro, easy Retro, Trello, Planning Poker, Confluence, MS Visio, SnagIt, Office 365, Confluence

EXPERIENCE

RoboTech Solutions

Agile Business Analyst   *Sep 2022 – Present*

- Facilitates daily scrum, backlog refinement, sprint planning, sprint retrospective, and sprint review resulting 32% increase in collaboration and productivity
- Gathers product requirements, user story writing, and creating clear and concise documentation to ensure product success
- Facilitates team reviews of product requirements leading to influence a 10% improvement in customer feedback ratings
- Analyzes user stories and optimized product features; reduced customer support issues and increased user adoption by 40%
- Utilizes Jira, Miro, and Confluence to track progress during sprints, and facilitate transparent communication with the business and scrum team, resulting in streamlined workflows, improved collaboration, and enhanced project visibility
- Works closely with the product owner to make sure the backlog is prioritized and refined effectively, ensuring that user stories and requirements are clearly defined and aligned with business objectives
- Works with the team to update confluence on working agreements, documentation, and Definition of Done (DoD)

Goosehead Insurance

Business Analyst   *Feb 2021- Sep 2022*

- Identified a lack of visibility into project progress and impediments, hindering effective decision-making and stakeholder engagement
- Implemented Agile project management tools, such as Jira and Trello, to track project tasks, monitor team progress, and capture impediments. This led to improved project transparency, real-time collaboration, more informed decision-making, reduced delays, and increased stakeholder satisfaction

- Collaborated with team members to develop strategies for increased efficiencies and mediates any conflicts throughout the team
- Facilitated inspect and adapt meetings to identify areas of improvement and maintain transparency amongst the team
- Boosted reports generated to provide greater transparency of time and resource usage to upper management
- Constructed and managed a network of ~30 realtors and loan officers, resulting in a 20% increase in cross-selling opportunities for the organization

Adult Protective Services
Analyst   *Oct 2020 - Jan 2021*
- Navigated cases through bureaucratic systems & procedures, trending towards 50% quicker resolution times than initially projected
- Facilitated post-case plan resolution conferences with families and delivered education programs regarding familial abuse & neglect, reducing the total incidents of neglectful cases by 17%
- Managed successful rehousing of 80% of clients by providing access to counseling, workshops, emergency services and physical interventions
- Fostered powerful relationships with each teammate through developing empathy and trust, resulting in an increased team satisfaction.

Proactive Physical Therapy
Rehab Technician   *March 2017- Oct 2020*

- Establish collaborative relationships with patients within a supportive atmosphere to assist in confronting drug related behavior and achieving sobriety
- Review and research lead regarding personal injury cases by obtaining information from the Medicaid recipient's attorney and insurance adjuster
- Train new employees and assign tasks in driving and all responsibilities in DCS documentations
- Facilitate DCS court order supervised visitation during the reunification process
- Consult with an interdisciplinary team in order to ensure appropriate referrals and discharge of homeless, psychiatric and geriatric patients

EDUCATION
Rice University
- *Bachelor of Science* in Kinesiology and Exercise Science