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Professional Overview

Joya is an accomplished consultant with over 14 years' experience. As customer proxy, Joya effectively works with executive sponsors, both C and V level executives, product managers, product owners, teams, and other key stakeholders. She often bridges the gap between business and information technology. Though a system integrator and certified project manager for over 19 years, Joya prefers agility but is flexible to suggest and employ the right methodology based on product, team structure, and client's agile maturity levels. In hybrid environments, she's taken on delivery leadership, and strategic planning roles which involve identifying the vision, value streams, strategic planning, and roadmap to delivery with appropriate resourcing. She has years of experience in banking/financial services, healthcare, insurance, logistics, retail, and manufacturing industries.

She has multiple viable certifications from Scrum Master to Product Owner, Agile Coach, RTE, and Transformation Lead and is successful working in each of those roles. She can certify and train others in SAFe for Teams, DevOps, Lean Portfolio Management and more. Joya has provided training and coaching in story writing and splitting coupled with analysis of metrics at both the team and program levels with marked differences in cycle times and say/do ratios within only two - four sprints. In today's global business, Joya works well with teams located virtually in India, the UK, Belgium, Asia and throughout the US.   She builds team dynamics while fostering collaboration, self-management, and ownership of the team's commitments and incremental goals.

Solutions & Skills Summary

- ➢ Cloud Solutions (basic knowledge in streaming to the Cloud from on-premises environments)
- ➢ Power BI and Tableau dashboard solutions
- ➢ Custom Web and Mobile applications
- ➢ Digital Marketing and Design with Figma and other tools
- ➢ Product Lifecycle Management (PLM)
- ➢ Enterprise Application Integration (EAI)
- ➢ Business Process Improvement/Management (BPM)
- ➢ Jira, Confluence, Version One, AHA, Azure
- ➢ Atlassian Solutions

IconicAgile – Various Roles

Investment Management and Investment Services

Sr. Scrum Master, Interim Product Owner, Strategic Planning and Delivery   *September 2023 - Current*

- Initiative to design and implement dashboards for Treasury Services using Power BI and FIGMA design's.
- Collaborated with SVPs to understand each business process and extensive list of requirements.
- Refined their excel databases and migrated into Jira.
- Prepared EPIC's, Components, Stories forming an initial prioritized backlog through MVP1.
- Facilitated all ceremonies and collaborated with corporate governance on PMO reporting through Jira.
- Ran queries, prepared multiple dashboards and Advanced Roadmap (Plan) providing extensive visibility.
- As a member of the Strategic Planning Management team, attended workshops to identify MVP2.
- Prepared an extensive roadmap to delivery aligned with roles and responsibilities.
- Provided consulting around approach to delivery, resourcing, enhancements, and KPIs.

Transportation Industry   *January 2023 – September 2023*

Sr. Project Manager and Atlassian Solution Engineer (2 initiatives simultaneously)

- Successfully managed implementation projects from inception to project closure.
- Developed project and resource plans tying back to the SOW, in MS Project, Excel or Smart Sheet
- Reviewed all deliverables in the SOW and collaborated on durations, start/dates, and dependencies.
- Managed dependencies and facilitated removal of blockers.
- Ensured alignment of scope and delivery expectations.
- Communicated weekly status on tasks, timelines, budget, and deliverables.
- Proactively identifying and managing risks throughout the project lifecycle

- Facilitated daily standup and client facing workshops.
- Maintained and updated daily action registers.
- Jira Configuration: (Configured User access via Crowd and Jira's Admin settings, used Jenkins for Automation, migrated client data maintained in excel, Created Workflows, Custom Fields, Transitions, edited workflows, and post transitions as necessary)

Financial Services – Brokerage   *January 2022 – December 2022*
  Agile Coach - Release Train Engineer (Certified Scaled Agile SPC and RTE Trainer)
- Provided leadership and coaching to deliver migration to Cloud via Streaming, using Hybrid Scaled Agile.
- Provided transparency and dependency management with Jira Cloud Advanced Roadmap/Plan.
- Communicated the business need and collaborated with leadership on the vision for change.
- Trained executives, new hires, product owners, scrum masters and BA's in Scaled Agile.
- Established and was an active member of a LACE to build/deliver the transformation backlog.
- Interpreted and coached on Value Stream identification and the flow of value.
- Facilitated identification and operation of Operational and Development Value Streams.
- Provided oversight and agile leadership for one Release Train comprised of 7 PODs.
- Facilitated Pre-PI planning and grooming of the program backlog (PI Planning readiness).
- Fostered continuous exploration by driving synthesis of the vision, roadmap, and EPIC/Feature backlogs.
- Established metrics and status reporting; facilitated the ART Synch.
- Coached new Agile Teams in story writing and story splitting.
- Coached in capacity planning and work in process management increasing say/do ratios by 25%
- Worked with the PMO on program execution and agility in providing operational excellence.
- Facilitated I&A events; followed-up on improvement items.
- Helped PODs establish a DevOps culture/mindset with new interaction points and Community of Practice.
- Provided transparency with integration of Epics/Features from Jira to AHA (business/budgeting).

Healthcare Industry   *June 2021 – December 2021*
  Enterprise Agile Coach
- Coached multiple teams in Scrum and Kanban, transitioned a team to Kanban from Scrum.
- Trained teams to calculate/analyze agile metrics, then to improve WIP efficiency and ratios.
- Helped organizations design and implement hybrid Agile at the enterprise level.
- Further developed and mentored business and technical leaders.
- Built stronger team cultures and improved dynamics.
- Inspired the team, provided them with tools, and promoted personal growth through training/mentoring.
- Identified probable project pitfalls with some of the adopted hybrid methods employed.
- Coached all team members in various concepts around scrum and the agile mindset; provided training.
- Coached Product Owners to make tactical decisions that keep the project moving forward.
- Made suggestions to business managers on dealing with any cultural shifts throughout the project.
- Coached all team members to have an agile mindset, viewing challenges as opportunities for growth.
- Provided extensive training/ train the trainer sessions and use of various agile tools and metrics reporting.
- Coached in journey mapping and value stream mapping.
- Helped teams to identify and document the MVP, identify opportunities to solve the problem, prioritize features using various methods, size fully vetted features, and develop a feature release roadmap.

Healthcare Industry   *April 2020 – June 2021*
  Sr. Scrum Master/Agile Coach
- Initiative: Sitecore decoupling/creation of individual SPAs for My Portal; web and mobile development.
- Prepared teams for PI Planning.
- Obtained features from the RTE and socialized them with the team; facilitated drafting initial stories.
- Calculated planned capacity and used it to estimate velocity not exceeding 70 - 80%.
- Once in the PI, ensured stories were well written using proper enabler or UI story language.
- Facilitated determining and writing PI Objectives and identifying risks and issues.

- Coordinated with other Scrum Masters / Teams during and after PI planning on dependencies.
- Ensured that PI objectives were Smart (Specific, Measurable, Achievable, Realistic, and Time-bound).
- Collaborated with business and product owners during PI Planning and during the PI on various matters.
- Fostered collaboration, team self-management, taking ownership and having accountability.
- Highly recommended developers use techniques such as pair programming and swarming to manage WIP.
- Collaborated with QA leads on approach to testing, use of Gherkin, and use of automated tests.
- Often collaborated with technical leads on approach to developing shippable product
- Collaborated with RTEs to ensure the SAFe framework was followed.
- Collaborated with the SPC on the Agile Release Trains readiness checklist and other matters.
- Coached two teams in story splitting and WIP management leading to increased velocity by 50% and decreased cycle times from 11 to 5.

Lean Integration   *May 2012 – March 2020*
Sr. Scrum Master
- Enterprise level training, agile coaching, transformations, and process improvement strategies with mobile/responsive web applications.
- Facilitated cadence delivery using scrum, SAFe, Kanban and hybrid methods.
- Advanced training in agile metrics; built meaningful dashboards for visibility at the client and team levels.
- Brought visibility from metrics into the last 15 minutes of retrospectives to drive further discussion from the team on opportunities, later added to the backlog as improvement items.
- Facilitated daily standup, sprint planning, and sprint retrospectives.
- Coached teams in backlog refinement sessions to write acceptance criteria meeting the DOD, including validations, and following the INVEST criteria.
- Familiar with and facilitated writing stories using Gherkin to support automated testing and cucumber.
- Host in sprint review and documented discussion points on a whiteboard, Mural or by other means.
- Facilitated pre-PI planning, noted dependencies, updated program board, facilitated risk/issue resolution.
- Facilitated release planning and ensured all release items were properly tagged in the backlog.
- Efficiently delivered infrastructure, and feature releases, using an approach that considered both the intangible and flexible nature of software development.
- Configured workflows, transitions, custom fields and facilitated various Jira integrations.
- Coached teams to componentize screens and become cross functional while increasing velocity.
- Coached teams to use various techniques like swarming and WIP management to reach goals.
- Reduced cycle times from 12 to 5 days while increasing velocity by 64% within 3-4 iterations.
- Reduced issue resolution time by 2-3 days.
- Facilitated implementation of BDD and TDD development methods.
- Managed 3rd party design component integration with architectural runway to 1 day lag.
- Influenced/managed third party consultants, reaching sustainable agreements.
- Procured equipment and setup workspaces enabling osmotic communication.
- Used metrics in strategic discussions with executive management reducing resistance.
- Collaborated with six sigma teams to implement DMAIC roadmap; streamlined delivery.
- Coached technical support teams to 30-40% SLA improvement.

Liberty Medical Supply   *March 2010 – April 2012*
Sr.QA Project Manager (PMO) and Scrum Evangelist
- Scrum evangelist and attained Certified Scrum Master certification.
- Created a checklist for determining which initiatives qualified for using Scrum methods.
- Provided leadership in delivering shippable products using hybrid methods (following Scrum rules, providing waterfall type status reporting and report of sprints in MS Project).
- Managed local program for implementing an Online Drugstore replacing Drugstore.com, using WebSphere, also managing external vendors, saving the company $20 million in costs.
- Received Achievement Award deploying a timely complex infrastructure Call Center in 50+ states.

- Returned to consulting practice due to company bankruptcy and decommission of the PMO.
- Six sigma green belt certified with detailed project illustrating mastery of all concepts.

PMP Project Management   *January 2002 – February 2010*
Sr. Project Manager and System Integrator – Various Industries
- Collaboratively adopted a more strategic approach towards product development, including re-branding them into state of the art, integrated, browser based, portable solutions.
- Managed UX/IX design; obtained approval of themes, banners, content and copy, lifting blockers.
- Mastery of MS Project, Excel and Smart Sheets; provided status reporting, managed resources, budget, forecast, and time tracking.
- Managed hospitality initiative to implement Magtek readers for processing payments.
- Project rescue manager for multiple client initiatives, leading to successful implementations.
- Standardized tools implemented automated reporting, and program-wide financials.
- Managed case tool customization initiative reducing incidents from 528 to 74.
- Resolved storage, security, IP Sec tunnel, and single sign-on issues impeding progress.
- Facilitated RFP solicitation for Dynamics CRM (influenced vendor selection, created SOW/SLA's).
- Managed bandwidth optimization with stress-load testing (reduced latency to 4 seconds).
- Managed supply chain initiatives, timely delivered logistics-ERP integration, SAAS solutions.
- Addressed change management and supported strategic initiatives while driving change.
- Communicated project results against PMO goals and plan, using SMART measures.

Wallstreet Integrators / Itochu International   *December 1998 – December 2001*
- Business Process Outsourcing(Financial Vertical) – Developed and implemented strategic and business plans for T+1 STP solutions (from trade through clearing and settlement).
- Established partnerships with the MBSCC bringing in 400+ broker dealers, a company who developed a front-end portal with FIX Protocol (for real time exchange of electronic communications with NASDAQ), and one who developed a robust back end clearing and settlement solution with open ended connectivity to middleware.

Culpeper Consulting (System Integrators)   *April 1992 – December 1998*
Associate Partner (promoted from Senior Consultant – Associate Partner)
- Extensive system integration services within the financial services industry in NYC, NY.

Coopers & Lybrand - Financial Advisory Services (PriceWaterhouse Coopers) *September 1989 – April 1992*
Manager: Miami, Florida and New York City

Ocwen Financial Corporation   *March 1986 – August 1989*
Director of Audit and Bank Acquisitions (due diligence)
(Mortgage-Backed Securities and Derivatives Product Knowledge)

Education
- Florida Atlantic University - BBA
- Heriot-Watt University Executive Master's Program - International Business

Professional Training/Certifications
1. Scaled Agile: SPC - Certified SAFe® 5 Program Consultant
   o Certified in and to train: SAFe SP, SAFe SA, SAFe SASM, SAFe SDP and SAFe RTE
2. Scrum Professional: Scrum Alliance CSP and SCM   3. Certified Product Owner - CSPO
4. Agile Coach: ICP-ACC   5. Project Management Professional: PMP
6. Six Sigma: Green Belt   7. Certified Public Accountant: CPA