

Chidi Jesse Madu

Scrum Master / Product Owner

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Summary

- Certified Professional Scrum Product Owner and Scrum master with **8+** of experience in leading Agile teams to deliver high-quality software products. Proven expertise in facilitating Scrum ceremonies, refining product backlogs, and driving product development aligned with business objectives. Strong communication, leadership, and analytical skills, with a focus on delivering value to customers while fostering a collaborative team environment.

Experience

Company: Wells Fargo

Role: Scrum Master/ Product Owner

Nov 2021-Current

Responsibilities:

- Collaborated with stakeholders to create and prioritize product backlogs aligned with business goals and customer needs.
- Delivered features that addressed top customer pain points, resulting in a **50%** increase in Net Promoter Score (NPS).
- Defined and refined user stories, acceptance criteria, and epics, ensuring clarity for the development team.
- Supported cross-functional teams in removing impediments, fostering a culture of continuous improvement.
- Developed and tracked key performance indicators (KPIs) to measure team performance and product success.
- Defined product roadmaps and strategies, prioritizing features based on customer feedback, business objectives, and market trends.
- Implemented a streamlined backlog management process, reducing sprint planning time by **30%** and increasing team productivity.
- Improved collaboration between marketing, sales, and engineering teams, resulting in a **60%** reduction in product launch delays.
- Spearheaded effective scrum ceremonies, including daily stand-ups, sprint planning, backlog grooming, and retrospectives, ensuring teams stay focused, motivated, and aligned with project goals.
- Prepared team with essential information on key project metrics including delivery schedules, sprint health, velocity, and emerging risks.
- Saved **40%** in quality assurance resources over 6-months by automating Jira processes to accelerate software testing.
- Strengthened Jira ticket estimation accuracy by **80%** per sprint by modernizing the estimation system and through targeted agile team scrum practice coaching.

Company: UnitedHealth Group

Role: Scrum Master/ Product Owner

Sep 2017- Oct 2021

Responsibilities:

- Collaborate with stakeholders, team, development, and maintained detailed tasks and milestones.
- Ensure project requirements clearly documented and understood by stakeholders and IT resources.
- Set customer expectations, liaison with IT and Program Management on solutions, defects/enhancements.
- Collaborate with Developers on customers enhancement requested for Web Based.
- Facilitated scrum meetings, lead 2 Week Sprints-average 25-40 JIRA tickets per Sprint.
- Worked closely with UX/UI designers to ensure user-centric design and functionality.
- Conducted market research and competitor analysis to identify opportunities and risks.
- Facilitated retrospect (lessons learned) meetings. Updated backlog and action due dates to implement.
- Maintain Sprint health, via issue escalation and roadblock resolution. Minimize mid-sprint surprises.
- Facilitate high level communication and coordination with teams to ensure the highest level of project collaboration and transparency. Managed sprint planning, estimating, story points, and sprint reviews demos.
- Communicate with Development Team, Product Owners to maintain sprint health and remove roadblocks.

Responsibilities:

- Provided technical support for server and network issues, resolving **95%** of tickets within SLA.
- Configured and maintained storage solutions, ensuring data integrity and availability.
- Conducted system health checks, identifying and resolving potential issues proactively.
- Monitor system performance and troubleshoot issues using tools like SolarWinds and Splunk.
- Perform regular backups and disaster recovery tests to secure business continuity.
- Streamlined server patching process, reducing downtime by **40%** through automation scripts.
- Enhance network security by configuring firewalls, VPNs, and intrusion detection systems.

Skills

- **Methodologies:** Agile, Scrum, Kanban, SAFe, SDLC, Waterfall
- **Project Management Tools:** JIRA, Confluence, Trello, Azure DevOps, Rally, Smartsheet, Miro
- **Product Management Tools:** Productboard, Asana, ClickUp
- **Business Analysis:** Requirements Gathering, Story Mapping, Use Cases, User Stories, Wire framing
- **Office Tools:** Microsoft Office Suite (Excel, PowerPoint, Word, Teams), Google Workspace, Slack
- **Technical Skills:** SQL, REST APIs, Data Analysis, UML, BPMN
- **System Tools:** Active Directory, DNS, DHCP, Group Policy, SCCM, Power Shell
- **Cloud Platforms:** AWS (EC2, S3, RDS, Google Cloud Platform)
- **Networking:** TCP/IP, VPN, Firewalls, Load Balancers, Switches, Routers
- **Monitoring Tools:** Nagios, Zabbix, SolarWinds, Splunk
- **Security:** Firewalls, IDS/IPS, Antivirus solutions, Endpoint Security
- **Databases:** SQL Server, MySQL
- **Scripting:** Bash, Power Shell, Python

Education

- **Bachelor's in Biochemistry** from University of Port-Harcourt, Nigeria

2014

Certifications

- **Professional Scrum Master level 1 (PSM1)**
- **Professional Scrum Product Owner 1 (PSPO1)**
- **SAFe Scrum Master**