**CLAUDETTE TATALANGDJI**

SCRUM MASTER  
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**PROFESSIONAL SUMMARY**

As a dedicated Certified Scrum Master and Kanban practitioner with over 8 years of experience, I have honed my skills in Agile and Lean principles, working closely with cross-functional teams to deliver high-performance solutions. My journey has been marked by a proven track record in implementing and managing Kanban systems, and I have developed expertise in project life cycle implementation across various SDLC phases, including Waterfall, Agile (SCRUM, XP, Kanban). I thrive in dynamic environments, where I am enthusiastic about removing impediments and keeping teams focused. Building strong business relationships to support requirements and manage client expectations is a key strength of mine. I take pride in my exceptional written, verbal, analytical, and organizational skills, which complement my leadership abilities. I am passionate about building motivated teams and crafting innovative solutions. As an energetic achiever, I excel at managing multiple priorities in fast-paced environments, always striving to deliver the best outcomes.

**KNOWLEDGE**

Conflict Resolution

Agile Facilitation

Continuous Improvement

Stakeholder Engagement

Change Management

Risk Assessment

Decision Making

Empathy Building

Time Management

Feedback Delivery

**SKILLS**

**Agile & Scrum Methodologies:** Scrum, Agile, Kanban, Sprint Planning, Retrospectives, Product Backlog Refinement, Scrum Ceremonies, Cross-Functional Teams

**Project Management Tools:** Jira, Trello, Asana, Monday.com, Microsoft Project, Confluence, Smartsheet

**Collaboration Tools:** Slack, Microsoft Teams, Zoom, Google Meet, Skype

**Continuous Improvement:** Kaizen, Lean, Process Improvement, Root Cause Analysis, Value Stream Mapping, Metrics & KPIs, Agile Maturity Model

**Documentation & Reporting:** Confluence, Google Docs, Microsoft Word, Excel, Wiki, Visio, Documentation Templates

**Facilitation Skills:** Conflict Resolution, Stakeholder Management, Coaching, Facilitating Scrum Ceremonies, Effective Communication, Decision Making, Risk Management

**Technical Tools & Techniques:** CI/CD Tools, Jenkins, Git, GitHub, Bitbucket, Test Automation, Version Control, Software Development Lifecycle (SDLC)

**PROFESSIONAL EXPERIENCE**

**Agility Lead – JP Morgan Chase**  
*February 2024 – Present*

* Spearheading the implementation and coaching of Agile methodologies across diverse teams to enhance productivity and efficiency.
* Collaborating closely with stakeholders to define clear project goals and deliverables, ensuring alignment with business objectives.
* Facilitating Agile ceremonies to foster team engagement and collaboration, driving successful project outcomes.
* Delivering targeted coaching to elevate Agile practices and improve team performance.
* Proactively removing impediments to ensure smooth workflow and timely project delivery.
* Monitoring team performance metrics to inform strategic planning and continuous improvement efforts.
* Leading Agile transformation initiatives and promoting an Agile mindset throughout the organization.
* Partnering with leadership to refine and optimize Agile frameworks for better alignment with organizational goals.
* Mentoring team members on Agile principles and tools to enhance their skills and capabilities.

**Scrum Master – Infosys Limited**  
*April 2023 – January 2024*

* Led the CRM Mandates project to ensure organizational compliance and successful project execution.
* Analyzed and resolved issues impacting business operations to maintain smooth and efficient processes.
* Collaborated on various stages of the systems development lifecycle to ensure successful project delivery.
* Provided expert guidance on Scrum processes to teams, enhancing their understanding and application.
* Led cross-functional teams to analyze and address technology impacts on business operations.
* Conducted Scrum ceremonies and assisted product owners in managing product backlogs and priorities.
* Maintained transparency in product and sprint backlogs by updating Jira and ensuring clear communication.

**Specialist Agile Coach - Scrum Master – McKinsey**  
*August 2020 – March 2023*

* Enhanced organizational agility and developed innovative products tailored to client needs, driving business growth and customer satisfaction.
* Coached teams on Agile values and principles, fostering a culture of continuous improvement and collaboration.
* Led agile transformations by providing comprehensive coaching on various topics, empowering teams to adopt and excel in Agile practices.
* Introduced the Kanban methodology to streamline workflows and improve efficiency, resulting in optimized processes and increased productivity.
* Monitored key performance indicators (KPIs) and delivered insightful presentations to teams and directors, facilitating data-driven decision-making.
* Implemented visual management techniques to enhance transparency and communication, ensuring all stakeholders had clear visibility into project progress and status.

**Scrum Master – BCBS**  
*October 2019 – August 2020*

* Enforced Scrum and Kanban principles to enhance team throughput and efficiency, leading to improved project outcomes.
* Facilitated Agile adoption retrospectives, providing guidance and support to teams in their journey towards Agile maturity.
* Proactively removed obstacles to ensure the early delivery of customer solutions, enhancing client satisfaction and project success.
* Championed cultural change by collaborating on comprehensive transformation plans, fostering an environment of innovation and adaptability.
* Developed comprehensive training materials to support Agile transformation, equipping teams with the knowledge and skills needed for successful implementation.

**Agile Scrum Master – USAA**  
*July 2017 – September 2019*

* Coordinated estimation meetings for backlog items, ensuring accurate and efficient planning to support project timelines.
* Facilitated Agile rituals and supported communities of practice, fostering a collaborative environment for knowledge sharing and continuous improvement.
* Led Scrum events and implemented Scaled Agile Framework (SAFe) practices, driving alignment and consistency across teams.
* Enhanced team velocity by coaching team members, empowering them to achieve higher levels of performance and productivity.
* Monitored project progress and actively advocated for Agile principles, ensuring adherence to best practices and promoting a culture of agility.

**Oracle Database Administrator – Conduent**  
*November 2015 – July 2017*

* Installed and configured Oracle databases, ensuring robust and reliable database environments to support organizational needs.
* Resolved complex database issues and optimized data warehouse models, enhancing data retrieval efficiency and system performance.
* Designed comprehensive backup strategies and addressed database performance issues, safeguarding data integrity and availability.
* Generated detailed reports and conducted thorough analyses of database growth, providing insights for capacity planning and resource allocation.

**EDUCATION & CERTIFICATIONS**

* **University of Buea** – Bachelor of Science – (Law)
* **Diploma in Human Resource Management** – Pan African Institute of Management
* **Certified Scrum Master (PSM I and II)**
* **Kanban Certified**
* **Certified SAFe Advanced Scrum Master**
* **Certified SAFe PO/PM**
* **Oracle 11g Certified Associate (OCA)**
* AWS Certified Solutions Architect – Associate, Amazon Web Services, [Year Earned or Expiry if recent]
* Project Management Professional (PMP)®, PMI
* PMI Agile Certified Practitioner (PMI-ACP)®, PMI
* ICAgile Certified Professional – Agile Coaching (ICP-ACC)
* ICAgile Certified Professional – Agile Team Facilitation (ICP-ATF)