



# MAX PROCHETTE

## (SCRUM MASTER | PROJECT MANAGER)



Miami, Florida, USA



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## SUMMARY

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Accomplished Project Manager and Certified Scrum Master with extensive experience leading global, cross-functional teams in the successful delivery of healthcare IT solutions. Skilled at implementing Agile methodologies, driving process improvements, and ensuring compliance with industry standards. Adept at fostering collaboration in diverse teams and managing complex projects from inception to delivery. Fluent in English, French, and Spanish, with a proven ability to adapt quickly to changing environments.

## CORE COMPETENCIES

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Agile & Scrum Methodologies (Scrum, Kanban)  
Process Improvement & Optimization  
Global Team Leadership & Collaboration  
Stakeholder Management & Communication

Budget & Resource Management  
Healthcare Compliance & Regulatory Adherence  
Cross-Cultural Team Leadership  
Self-Starter & Customer-Centric Focus

## AREAS OF EXPERTISE

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Software Development Life Cycle (SDLC) | Project Time Management | Client Relations | Team Leadership & Mentorship | Planning & Execution | Customer Service Excellence | Risk Management & Compliance | Jira, Azure, Confluence | Waterfall Methodology | Program Coordination & Business Analysis | Public Speaking & Presentations | Requirements Gathering & Report Writing |Saas|

## PROFESSIONAL EXPERIENCE

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**ConnectureDRX, USA**  
**R&D Project Manager**

**2023 - 2025**

- Directed global, cross-functional teams, driving a 20% improvement in process efficiency and team velocity through Agile best practices and regular Scrum ceremonies (stand-ups, sprint planning, retrospectives).
- Prioritized product features in collaboration with product owners, ensuring alignment with business value and technical feasibility.
- Managed project budgets, resource allocation, and vendor relationships to optimize resource use while maintaining cost control.
- Successfully navigated project risks and stakeholder communications to ensure high-quality deliverables within set deadlines.
- Led teams across North America, South America, and South Asia, utilizing strong communication and conflict-resolution skills to drive project objectives in a diverse, multicultural environment.

**Yatoo, Washington, DC**  
**Web Project Manager**

**2021 - 2023**

- Managed digital projects from initiation to completion, acting as the primary liaison between clients and internal teams to ensure clear communication, timely updates, and successful project outcomes.
- Defined project scope, timelines, and budgets, providing strategic direction to ensure client and team alignment.
- Proactively identified and resolved challenges, ensuring project timelines were met despite obstacles.
- Led cross-functional teams of engineers, designers, and QA specialists, fostering effective communication and collaboration.
- Established performance metrics to track progress and ensure project objectives were met consistently.

**Dollarama Montréal, QC**  
**Operations Lead**

**2018 - 2021**

- Coordinated a team of 75 employees in the pick-and-pack department, ensuring efficient distribution of products to 1,400 stores.
- Managed the transition to an evening shift to accommodate increased volume, resulting in a 40% higher output than projected.
- Streamlined operations, boosting efficiencies and consistently exceeding delivery quotas by 113%.

**WMC Montréal, QC**  
**Project Manager**

**2015 - 2018**

- Oversaw construction projects, ensuring on-time completion and high-quality results while managing budgets, contracts, and regulatory compliance.
- Collaborated with engineers, architects, and vendors, successfully procuring materials and ensuring timely project completion.
- Developed project scopes and schedules, ensuring efficient resource allocation and adherence to deadlines.

## **EDUCATION**

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**Bachelor's Degree – Business Management with Specialization in International Careers |**  
School of Management, University of Québec, Montréal, Québec

**Bachelor's Degree – Marketing & International Business Development |**  
Novancia Business School, Paris, France  
(School of the Chamber of Commerce and Industry of Paris & Member of the Conférence des Grandes Ecoles)

## **CERTIFICATIONS**

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- Professional Scrum Master (PSM I)
- Professional Scrum Product Owner (PSPO I)
- Certified Associate in Project Management (CAPM)
- AWS Certified Cloud Practitioner
- Generative AI for Project Managers (PMI)