

## **Christopher Hill, CSM**

### **SUMMARY**

- Certified Scrum Master with over seven years of experience in leading Agile teams in software development and SDLC.
- Solid understanding and experience with SAFe, CI/CD, and software and product development best practices.
- Manager and coder with a solid understanding of multi-faceted project management and cross-functional team management.
- Professional demeanor is centered around three pillars: Servant Leadership, Transparency and Customer Service.
- Proficient in Project Management and Product and PLM.
- Time management skills.
- Excellent verbal and written communication skills.
- Strong organizational skills.
- Strong conflict management skills with extensive leadership training.
- Over 14 of management experience with co-located teams.

A dynamic Certified Scrum Master with experience in transforming organizations and teams from using Waterfall methodology to an Agile mindset using different frameworks like Scrum and Kanban. I demonstrate the ability to motivate, organize and lead scrum teams spread across multiple locations worldwide.

I excel at turning individuals into efficient team members that exceed expectations. Proficiently organize and facilitate Scrum events i.e. sprint planning, daily scrum, sprint demos and retrospectives. I have extensive experience educating organizations and scrum teams on adopting Agile principles and values.

### **SOFTWARE SKILLS**

Heavily familiar with: Jira, Confluence, QMetry, Bamboo, Stash, Aha!, Rally, Version One, Stash, GitLab, MS Office, Adobe Photoshop, Salesforce, PHP.

### **PROFESSIONAL EXPERIENCE**

#### **cPanel**

**9/2021 – Present**

#### **Scrum Master II**

- Leading sprint planning, daily scrums, and retrospectives
- Facilitating story planning and sprint demos.
- Coaching and mentoring of Agile practices for multiple teams.
- Facilitating best practices in SAFe, PLM, SDLC and continuous integration.
- Facilitate conflict resolution between team members.
- Coordination with external resources, SMEs and stakeholders.

**Newfold Digital****1/2021 – 9/2021****Web Advisor**

- Technical Support for web hosting, cloud backup and data security products.
- Customer service liaison for external clients.
- Assisting clients with other product and service strategies to help fulfill business needs.
- Daily use of Salesforce, WFM, cPanel, WFM and Command Shell.
- Coaching and mentoring of other peers with technical and interpersonal issues.

**Mina Corp****5/2020 – 1/2021****IT/Marketing Manager**

- Management of both IT and Marketing departments.
- Management and support of multiple e-commerce websites.
- Training of customer support personnel.
- Networking for catering and marketing opportunities with external clients.
- Management of email campaigns via Constant Contact.
- Implementation of Kanban systems for daily work management.

**Ontellus****4/2019 – 7/2019****Scrum Master**

- Servant Leader for two different teams in four different locations.
- Leading sprint planning, daily scrums, and retrospectives
- Facilitating story planning and sprint demos.
- Writing stories and planning product releases.
- Coaching and mentoring of Agile practices for multiple teams.
- Facilitating best practices in SAFe, PLM, SDLC and continuous integration.
- Facilitate conflict resolution between team members.
- Coordination with external resources, SMEs and stakeholders.
- Project management and executive communications in regards to status, milestones, and delivery.

**Birkman International****12/2015 –****3/2019****Scrum Master and Software Development Manager | 2/2018 – 3/2019**

- Project Management of software development across the company, for both internal and external clients.
- Oversee and coordinate development initiatives such as SaaS and internal applications.
- Fulfilling both roles of Product Owner and Scrum Master for Development team.
- Management of production support, QA, and management and coordination of US-based and offshore teams
- Coaching, mentoring, professional development, and performance tracking of multiple teams.
- Facilitate grooming, story planning, daily scrums, retrospectives and sprint demos.

**Scrum Master | Information Technology Manager | 6/ 2017 – 2/2018**

- Provided development & systems operations manager for company IT department.
- Oversaw development initiatives such as SaaS and internal applications.
- Mentored and provided professional development of several IT team members.
- Conducting performance evaluations and reviews of IT staff.
- Contributing UI and UX assets to various development projects, as well as quality assurance.
- Scrum Master for IT team. Coordinator for IT projects and initiatives.
- Utilization of both Kanban and Scrum Agile methodologies.
- Coordination with Operations for high-level initiatives.
- Management of on-site and co-located data centers.
- Management of internal client support.

**Scrum Master | Applications Developer | 12/2015 – 6/ 2017**

- Project lead. Agile methodology development within LAMP stack with HTML5, CSS3, JavaScript, Angular JS 1.x, Magento API and PHP. Responsive design.
- Creation and manipulation of wireframe and high-fidelity mocks into fully functional prototypes.
- Daily used of Git and Atlassian tools including Confluence, BitBucket, Bamboo and Jira.
- Scrum Master of IT Development Team, including leading daily scrums and facilitating dependencies with other departments.

**Invesco Ltd.****11/2012 – 11/2015****Scrum Master | UI Architect**

- Daily development using SASS/LESS, Highcharts, and jQuery.
- Served as Scrum Master for several teams.
- Everyday used of Open Text content management system in conjunction with Vignette Portal.
- Large focus on Responsive and Mobile design.
- Heavy HTML5 and CSS3-driven interaction, with custom jQuery development for client- side functionality.
- Agile development environment (via Version One and Bugzilla).
- Applications developed using Angular.js, jQuery, Bootstrap.

**2020 Exhibits****11/2011 – 11/2012****Senior Web Developer**

- HTML5-based UI development for interactive displays.
- Front and back-end web development for corporate clients using HTML4 & 5, CSS3, PHP and jQuery, including extensive custom WordPress theme development. xCode platform development.
- Email management, and overflow graphic design work.
- MODx CMS experience.

**Houston Independent School District****1/2011 – 11/2011**

### **Interim Web Manager**

- Website and UI development, modern web design using HTML5, CSS3, jQuery and Javascript, social media coordinator, analytics manager and project manager.
- Oversaw professional development and mentoring of staff.
- Participated as a consultant with other departments on User Experience issues such as usability and user workflow.
- Managed and supported over 80 schools in the Centricity2 Rollout.
- Interim manager in day- to-day responsibilities for the department, including reporting, workflow coordination and employee support.
- Trainer for various web-related applications.

More Experience available upon request.

- **CERTIFICATIONS**

Certified ScrumMaster (CSM) – Scrum Alliance 2017 - 2021