

AGILE CONTINUOUS IMPROVEMENT PROFESSIONAL

MY MISSION / MY “TRUE NORTH”

Help my clients get and keep more loyal customers, now and into the future with greater throughput using Agile, Scrum, Lean and Theory of Constraints best practices in continuous improvement.

I am a solutions-oriented leader with over ten years proven success helping executive leaders develop their organizations' missions, aligning people and process to support them; and, working from design to implementation across a broad range of functional areas and industries.

EXAMPLES OF MY VALUE

Results I accomplished at several clients:

- At a start-up software company, I helped develop a professional services organization based upon Agile principles that the was able to **reduce time-to-delivery on its core software application from over a year to about 90 days**
- At Big Data software company, as Scrum Master and Scrum Coach, I created a **stable, reliable and predictable foundation for scrum with two scrum teams where velocity increased by 15-20% over 6 months**
- At an investment support company, as Scrum Product Owner, I aligned goals and processes and funneled them into user stories and a backlog that allowed the company and Agile teams to **achieve customer mandated transparency within 6 months, several months ahead of the mandate**
- At telecom company, I lead four scrum teams and **increased productivity/velocity by almost 50%, commitment reliability from around 65% to 100% and increased code coverage from around 75% to near 90%** over six months
- At a financial support services firm, I discovered nearly 6 hours of workflow savings every day that **reduced risk exposure to SLA violations by several million dollars and improved customer account reconciliation**
- At a human resources support organization, I facilitated workshops with members and employees that lead to **reduced the age of survey date from 6 months to 1 month** and prevented the organization from purchasing a COTS application that would not have served the its needs, **saving them, potentially, hundred of thousands of dollars**



PROFESSIONAL HISTORY

President & Principal Manager, Novick Consulting LLC, Littleton, CO, 2001-Present **Telecommunications Industry**

- Lead 4 scrum teams producing software to support various products and operations teams – increased performance/velocity by 50%, commitment reliability to 100% and code coverage by 15%
- Facilitated department vision for process, business use cases and system use cases for major cable company
- Guided trial of an Agile based approach to functional and technical analysis and design for cross-ordering products and services between Lines of Business leading to tightest coupling of functional and technical designs for the commercial development teams
- Streamlined product & backlog ownership and release planning & management processes into a single, agile and scrum-based backlog management process across multiple applications – allowing executives to focus on longer term strategic visions rather than shorter term tactical management of application development
- Implemented UML-based analysis and design for business and systems requirements along with user stories to support agile/scrum development
- Implemented work process to support a national testing and quality assurance organization for a major cable company
- Developed business processes and requirements for fulfillment, assurance and billing for major Canadian satellite communications company
- Assisted major Canadian satellite communications company in the selection of operations support systems (OSS)
- Established best practices in functional architecture and process improvement for supporting new Voice over IP (VoIP) products and services as well as mobile device and IVR on-site solutions delivery for major cable company

Financial Services Industry

- Developed new process to handle fund level account reconciliation for investment trading company
- Built up product backlog and served as product owner to support development of fund level account reconciliation application
- Performed Current State Business Process Analysis for the daily processing of trading transactions for investment support services company
- Discovered redundant and outmoded processes saving the investment support service company nearly 7 hours a day in transaction processing and avoiding several millions of dollars per day in potential risk
- Provided functional architecture, analysis and design to automate (using Orsyp's DollarUniverse system) over 100 daily manual processes to various trading, pricing, dividend, accounting and portfolio systems for investment support services company



Human Resource Management Industry

- Facilitated customer sessions for a Colorado employer council's statewide compensation and benefits survey program to determine what customer expect from the program as both participants in the council's yearly surveys and as users of the survey data
- Performed Current State and Future State Business Process Analysis and Design for council's statewide survey program
- Developed business requirements for a new survey system for the employers council that will allow the council to meet customer expectations

Utilities Industry

- Performed Continuous Improvement for Utility software company's product implementation processes
- Reduced time to delivery by 30% by introducing new CMM compliant, process and template based professional services methods and procedures for energy industry software company

Software Industry

- Transformed \$3 million "Big Data" search & recommendations (S&R) program around agile and scrum methods
- Improved velocity of scrum teams by 20-30% to help return the S&R program to a manageable delivery schedule
- Established processes and agreements to help protect the two teams and their backlog work from interruption and risk from outside sources
- Provided agile coaching to scrum teams, product owners and program management leaders
- Performed Continuous Improvement of accounts payable and expense reporting processes at an international software company
- Reduced time to prepare payment by nearly 20% and prepared for automated A/P and expense reporting tools

Travel Industry

- Performed Current State and Future State Business Process Analysis and Design for national travel company looking to improve the delivery of online leisure travel services to customers
- Developed business requirements for a new interactive, customer-goal based system to allow customers to plan, book and fulfill travel based upon a travel experience rather than by specific product

Music Publication Industry

- Performed Current State and Future State Business Process Analysis and Design for music production company looking to improve the management of leads, sales and existing accounts using the company's vast music production library



CERTIFICATIONS AND MEMBERSHIPS

- Agile Certified Scrum Master
- Agile/Scrum Certified Product Owner
- Certified Process Professional – Bennu Group (CPP)
- Member, Association of Business Process Management Professionals (ABPMP)
- Member, Denver Telecom Professionals
- Member, Agile Alliance
- Lean Enterprise Institute Leadership Workshops, 12/2012 – Doing the Right Things & Problem Solving to align Purpose, Process and People

METHODS AND TOOLS EXPERIENCE

- Unified Modeling Language Version 2.0 functional artifacts (10 years) (use cases, activity diagrams, sequence diagrams)
- Agile Software Development Process (1 year – current)
- BPGroup Customer Expectation Management Modeling and Business Process Management Framework
- OmniGraffle (5 years – Current)
- ConceptDraw (5 years – current)
- Visio (10 years – current)
- MS Office (15 years – current)
- MS Project (10 years – current)

EDUCATION

Gonzaga University

Juris Doctor (Law Degree)
Spokane, WA, 1995

Thunderbird School of Global Management

Master of International Management
Glendale, AZ, 1987

Drake University

Bachelor of Arts in Journalism &
Bachelor of Arts in English
Des Moines, IA, 1986

