**Scrum Master Software Development**

**Location:**

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**Resume:**

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SUMMARY

Certified Agile Scrum Master with 10+ years of IT industry experience and proven track record delivering high-quality software on-time and within budget

Experience with large scale software development related to Big Data

Strong technical background in Agile Software Delivery, Business Analysis, and Software Validation/Verification

Practical knowledge of Continuous Integration, Deployment, and DevSecOps

Great understanding of modern development methodologies, including SAFe, Scrum, and Kanban

Proficient in configuration, change management and release management best practices

Strong team player with ability to perform independently

Excellent verbal and written communication skills

Extensive HHS CMS (Health and Human Services Centers for Medicare and Medicaid Services) contracting experience

Clearable US Citizen with a current HHS Public Trust clearance

Large scale software development

PROFESSIONAL EXPERIENCE

SAFe Scrum Master Sr. Consultant

CGI, Baltimore, MD 05/2022– Current

CMS PECOS 2.0 (Provider, Enrollment, Chain, and Ownership System). It is the online Medicare enrollment management system that allows individuals and entities to enroll as Medicare providers or suppliers. Large scale 230-FTE Big Data software development.

As a Servant Leader, lead two software development teams to self-organize and self-manage using Kanban and Scaled Agile principles to effectively complete multiple development releases on-time and within budget

Support and coach agile teams by steering them to success and navigating complexity of delivering software in large, cross-functional environments.

Resolve and escalate impediments, manage risk, help assure value delivery, and drive program level continuous improvement.

Accountable for the overall planning, coordination, execution, and delivery of value for the agile team(s).

Participate with management and cross-functional teams as subject matter expert to develop and improve operating policies and procedures related to Scaled Agile Framework (SAFe) and be an advocate in adopting Agile and SAFe best practices and processes

Drive delivery and continuous improvement by utilizing feedback and metrics (quality, delivery rate, etc.) to identify areas of opportunity.

Facilitate coordinated preparation and execution of release planning as part of the ART.

Create sprint and teams’ reports in Jira and maintain teams’ Confluence pages.

Accomplishments:

Grew assigned teams’ velocity by 100%

Improved quality by 30%

Consistently achieved 0% attrition rate

Customer Value Partners, LLC (CVP) Columbia, MD 05/2015– 04/2022

CMS Section 1115 of the Social Security Act gives the Secretary of Health and Human Services authority to approve experimental, pilot, or demonstration projects that promote the objectives of the Medicaid and CHIP programs. Medicaid 1115 Demonstrations Performance Metrics Database & Analytics (PMDA) is a PHP Leravel-based system that provides the support for the Center for Medicaid and CHIP Services (CMCS) in performing oversight, monitoring and evaluation of Section 1115 Demonstrations’ performance on quality and incentive payments’ metrics.

SAFe Scrum Master, CMS Medicaid 1115 PMDA Project 09/2017- 04/2022

As a Servant Leader, lead two software development teams to self-organize and self-manage using Kanban and SCRUM principles to effectively complete multiple development releases on-time and within budget

Facilitate agile team ceremonies that include Daily Scrum, Product Backlog Grooming sessions, System Demo, and Sprint Retrospective meetings

Participate in Agile Release Train (ART) ceremonies and activities related to PI Planning, Scrum of Scrums, and System Demos, by helping my teams identify dependencies, risks, resulting in successful planning and execution

Add WIP limits to the Kanban boards to help teams visualize the work, helping increase delivery times

Ensure built-in quality by including Unit, Smoke, Integration, and Regression Testing into the process

Use JIRA to manage product backlog, development iterations, monitor metrics, and generate reports

Collaborate with RTE and Program Management to create and maintain Jira and Confluence setup structure

Facilitate coaching Product Owners on agile principles and Scrum ceremonies, writing User Stories, and backlog grooming best practices

Coach teams in advancing agile practices and to promote continuous learning and process improvement

Maintain project documentation such as project plans, SOPs, and status reports in Confluence

Mitigate impediments during the sprint in terms of issues and risks

Track and communicate team Agile metrics such as capacity, load, burn rate, and velocity

05/2015– 09/2017 Test Lead

Perform functional and operational oversight for the 6-resource testing team, manage assignments, and mentor Junior resources

Manage performance reviews

Perform hands-on as well as lead activities related to creation and execution of Test Plans, 508 Test Plans, Test Scenarios, Test Data, and Test Cases to support front-end and back-end testing of a newly developed system

Develop test scenarios to perform test execution using MySQL for extensive back-end validation using sql queries

Support system integration activities with the CMS EIDM (Enterprise Identity Management System)

Lead user story and issue log analysis to ensure requirements clarity, and traceability

Create Business and Functional requirements for the new development.

Create Change requirements for the redesign of the existing requirements.

Use Axure tool to create interactive mockups for the requirements.

Create Subject 7 test scripts to automate PMDA application.

Lead customer facing UAT meetings

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Sr. Software Test Engineer

QSSI, Columbia, MD 03/2011 – 02/2015

Individuals Authorized Access to the CMS Computer Services (IACS) Identity Management system manages secure role-based access to over 26 systems that are currently in use by Centers for Medicare and Medicaid Services (CMS).

Documented As-Is and To-Be functionality, screen mockups, and use cases to support integration with 10+ systems in use by Centers for Medicare and Medicaid (CMS) services and conversion from Sun Microsystem’s IDM platform to Oracle-based EIDM (Enterprise Identity Management) solution

Created Requirements Specification documents to support multiple Program Change Requests and Remedy Tickets

Interacted with stakeholders and conducted JAD sessions to elicit requirements in support of system maintenance, integration, and conversion of web-based identity management system with multiple mainframe-based systems such as PQRS, esMD, COB, MAPD, ECRS, CSR, DMEPOS, and others

Created database design for the application by actively working with the database team

Converted CMS Business Requirements (BRs) to System Requirements (SRs).

Managed FSD (Field specification document) with new requirements

Developed test scenarios and test cases to support System Integration testing and performed test execution using HP’s ALM and SQL Developer for extensive back-end validation using sql queries

Created Application’s workflow using Microsoft Visio

Performed requirement analysis and reviewed all the use cases and issue logs.

Managed UAT testing for multiple monthly and quarterly releases by documenting results, leading daily status calls, and reporting status

Facilitated peer reviews, reviewed work of others, and mentored junior staff

Used Bugzilla to report the defects and test results.

Performed Section 508 Compliance (Accessibility) testing

QA Analyst

InfoReliance, Chevy Chase, MD 06/2009 – 03/2011

Test Engineer

MCPS, Rockville, MD 06/2008 – 05/2009

Software IV&V Specialist

Verizon Telecommunications, Arlington, VA 01/2007 – 04/2008

Jr. QA Analyst

Riggs Bank, Washington, DC 02/2005 – 12/2006

Technical Skills

Operating Systems: Windows NT, Windows 95/98/XP/7/X

Languages: PL/SQL, VBScript, VB

Databases: SQL Server 2005/2008/2010, Access 2007/2010, Oracle 9i/10g, TOAD, Query Analyzer, SQL Developer2010, DB2 Oracle Identity Administrative console, Sun microsystem, MySQL

Tools: MicroStrategy, Confluence, JIRA

Technologies: ASP.NET, VB.NET, XML, HTML, DHTML, HTML, JavaScript, VB, ADO.NET,C#, C++, Fortran, Websphere, Cognos, SAS, Oracle Identity Management, Oracle Identity Administrative Console, Sun microsystem

Web Browsers: IE 7.0, 8.0, 9.0, 10.0, 11.0, Firefox, Edge, Chrome

Services & Protocols: TCP/IP, SMTP, HTTP, FTP

Architectures: mainframe, mainframe-to-web, n-tier client-server, web server

Testing Tools: ALM120 Application Lifecycle Management, Sprinter, HP Quality Center, QTP 9, JIRA 3.6, IBM Rational ClearQuest 6.15, JAWS 15.0, SoapUI 3.0, WCFStorm 1.0, Bugzilla, JIRA, BI Publisher, Subject 7, Axure,

MS Tools: Excel, Outlook, Project, PowerPoint, Visio, Word

SD Methodologies: Waterfalls, CMS XLC, Agile Scrum, Kanban, Scaled Agile framework (SAFe)

Awards, Citations, and Memberships

Be Better Award recipient, CVP 03/2021

Be Better Award recipient, CVP 01/2021

Promotion to Sr. Software Test Engineer, QSSI 2013

Team Recognition award recipient, QSSI 2013

Education and Training

Defense Acquisition University (DAU) CLE 080 SCRM for Information and Communications Technology 02/2021

Defense Acquisition University (DAU) DAU ACQ 0060 IGCE for Services Acquisition 02/2021

Defense Acquisition University (DAU) DAU ACQ 202 Intermediate Systems Acquisitions Course, Part A 05/2020

Defense Acquisition University (DAU) DAU ACQ 101 Fundamentals of Systems Acquisition Management 05/2020

UX Fundamentals Training 02/2019

Certified SAFe 5 Scrum Master (SSM) 09/2019

Certified SAFe 5 Practitioner (SP) 10/2018

Certified SAFe 5 Product Owner/Product Manager (POPM) 06/2018

Defense Acquisition University (DAU) DAU RQM110 Section 302, certification 09/2017

Defense Acquisition University (DAU) CLR101 Section 894 certification 09/2017

Certified Software Tester (CSTE) training 11/2016

CMMI level 3 training 2011-2015

HP ALM120 Application Lifecycle Management 11.5 Essentials 2014

B.S. in Financial Economics, University of Maryland Baltimore County, MD 05/2004

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