**ROXIE THOMAS, AGILE COACH, SENIOR SCRUM MASTER, SAFe, PMI-ACP**Phone: (404) 454-9500 | Email: thomas.roxie@gmail.com | Linkedin: (in) roxiethomas

**SUMMARY:**  
Accomplished Agile Transformation Coach and Leader driving organizational change, leading global teams, and delivering successful agile projects. Certified Scrum Master and Safe 6 Agilist with extensive IT experience in end-to-end software development product management. Proven expertise in coaching and managing global distributed teams on scaled agile projects at Xylem, Siemens Healthineers, Kontoor Brands, Verizon, and Coca-Cola. Results-oriented coaching with a passion for maximizing team performance and achieving exceptional outcomes.

Highlights:

* Multi-Million dollar cost reductions saving of $6,000,000:   
  Facilitated a Verizon Shareable Cloud mobile app architectural resolution, resulting in $24,000,000 in annual revenue. Utilized Jira project goals with organizational objectives, ensuring a comprehensive understanding of dependencies and facilitating successful project outcomes.
* Accelerated prod deployments by 15%:   
  Recognition of bottlenecks in delivery pipelines, reducing time to prod at Kontoor Brands' eCommerce departments. Leveraged Jira Planning for efficient task tracking and dependency management, expediting production deployments.
* Advanced texting project launch:   
  Identification of dependencies and impediments resulting in a successful launch of 40,000 daily transfers of mobile app texting at Verizon.
* Jira Reporting, Process Improvements, Onboarding, and Adoption of Agile practices: Implemented strategies at Kontoor Brands and Xylem, resulting in significant 10% and 20% improvements, respectively, in project cycle time. Optimized collaboration, streamlined workflows, and enhanced visibility using Jira Align (Jira Advanced Roadmaps) and Confluence reporting tools for improved project outcomes.
* Reduction in Operational costs by 15%:

Improved team performance and productivity metrics at Coca-Cola by migrating to Amazon Web Services (AWS). Leveraged Jira for strategic planning and alignment, ensuring a seamless migration process and achieving operational cost reductions.

**PROFESSIONAL DEVELOPMENT:**

● Certified SAFe 6 Agilist: Expert in scaling agile practices and leading agile transformations using SAFe 6.

● Certified Scrum Master: Skilled in facilitating effective Scrum teams and promoting agile principles.

● Team Kanban Practitioner: Proficient in using Kanban practices to visualize work, limit work in progress, and optimize workflow.

● Certified Agile Practitioner (PMI-ACP): Validated proficiency in agile methodologies and project management practices through PMI-ACP certification.

● Training: SAFe Program Consultant: In-depth knowledge of the SAFe framework and expertise in implementing SAFe practices.

● Frameworks/Methods: Proficient in DevOps, Kanban, Lean, Scaled Agile, SAFe, Scrum, SDLC, and Waterfall, enabling adaptability in different project environments.

● Lean Kanban: Stop Starting, Start Finishing!: Focused on Lean Kanban principles for optimized workflow and value delivery.

**TECHNICAL SKILLS:**● Jira Align, Jira Cloud, Jira Advanced Roadmaps with Advanced Roadmaps, Jira Boards, Confluence Reporting, Kanban

● Scaled Agile, Azure DevOps, User Story creation, ATDD, TDD, Pairing, Automated Testing

● Google Docs, MS Project, Office 365, PowerPoint, SmartSheets, Word  
● Agile Games, AI Tools, Clarity, SAP, ServiceNow, SharePoint, Teamsite, WordPress  
● Salesforce: Database, Reporting, CRM, Security, Integration

**EDUCATION:**BBA Decision Support Systems and Quantitative Statistics, Georgia State University

**EXPERIENCE:**

**XYLEM** Water Solutions & Water Technology (Remote) <https://solver.xylem.com/>   
08/2023 to Present  
  
Agile Coach / Senior Scrum Master / Jira Reporting Specialist

* Transformed Xylem's Solver eCommerce group across the US, Hungary, and the Netherlands, optimizing team collaboration and efficiency through CI, CT, ATDD, and TDD. Coached Jira Align (Jira Advanced Roadmaps) for cohesive project goal alignment and efficient delivery methodologies.
* Championed the adoption and training of Jira boards (dashboards), Confluence reporting, and user story creation boosting team synergy, coordination, and project transparency. Integrated Jira Align (Jira Advanced Roadmaps) to boost visibility, collaboration, and coordination among team members for project tracking.

**SIEMENS HEALTHINEERS**, USA/Europe <https://www.siemens-healthineers.com/> (Remote)  
05/2022 to 02/2023  
Agile Coach / SAFe Senior Scrum Master / Azure Specialist

Delivered engineered medical product and software development at [siemens-healthineers.com](https://www.siemens-healthineers.com/).

* Strategically leveraged Continuous Integration (CI), Continuous Testing (CT), Acceptance Test-Driven Development (ATDD), and Test-Driven Development (TDD), Azure DevOps dashboards, retrospectives (agile games) and developer pairing enhancing project transparency and elevating performance metrics.
* Improved team cohesion, resolved conflicts, and ensured timely project delivery through effective cross-functional collaboration.

**COSTCO**, eCommerce North America/Canada <https://www.costco.com/> (Remote)  
10/2021 to 05/2022  
  
Agile Coach / SAFe Scrum Master  
Served as a dynamic Agile Coach emphasizing on the Warehouse Shopping History project, enhancing Costco's eCommerce infrastructure for both Costco.com and Costco.ca.

* Implemented secure React CMS pages and harnessed Stripe for safer, serverless transaction solutions.
* Created detailed reports to monitor project progression, pinpoint bottlenecks, and keep stakeholders well-informed.

**KONTOOR BRANDS**, eCommerce USA /Europe <https://www.kontoorbrands.com/> (Remote) 03/2021 to 11/2021  
  
Agile Coach / Scrum Master /Jira Reporting Specialist  
Drove and coached Continuous Integration, Continuous Testing in software product development for kontoorbrands.com eCommerce by leveraging Jira Cloud, Confluence reports, Jira boards, (including Jira Align roadmaps), developer pairing, automated testing, and user story creation. Enhanced team and stakeholder communication through comprehensive reporting.

* Strengthened scaled agile workflow refinement and expedited global cloud deployments utilizing Adyen, Airship, Klarna, Payments, SAP, SFCC, SFMC, etc.
* Integrated Jira Align roadmaps to optimize scaled agile workflow, ensuring efficient global cloud deployments and alignment with project goals.

**VERIZON**, Cloud eCommerce (Atlanta, GA / Remote) <https://www.verizon.com/>  
11/2018 to 01/2020  
  
Agile Coach / Scrum Master /Jira Specialist

Guided Verizon’s [.verizon.com](https://www.verizon.com/) agile shift and the Shareable Cloud mobile app project, yielding $24M annual revenue surge.

* Mentored teams to uncover and manage dependencies, culminating in a successful app delivery.
* Efficiently organized software product development and timetable coordination for the Shareable Cloud mobile app’s launch, ensuring operational excellence.

**COCA-COLA**, Global IT (Atlanta, GA) <https://www.coca-cola.com/us/en>  
12/2014 to 05/2017  
  
Agile Coach / Scrum Master /Jira Specialist  
Instrumental in propagating agile practices within Coca-Cola's IT department, facilitating a WordPress migration to AWS which enhanced performance and efficiency.

* Coached and managed [coca-cola.com](https://www.coca-cola.com/) consumer product promotions' software development and launch timelines, ensuring punctual and triumphant releases.
* Developed and delivered through Jira Scrum and Kanban training, fostering a more agile and responsive team environment.

**ADDITIONAL EXPERIENCE:**  
Salesforce, CHOA, Mercedes Benz, Interface USA, AT&T, Home Depot, Sema Group Telecom, Federated (Macy’s) Support Systems, Launch Funding Network