

Experienced HR professional with over 6 years of diverse expertise across various HR functions. Adept at leading cross-functional teams to successfully deliver multiple software development projects in HR, IT, Finance, and Marketing. Proficient in Agile frameworks including Scrum, Kanban, and SAFe, as well as Waterfall methodologies. Skilled in aligning project objectives with business goals, optimizing processes, and enhancing team collaboration. Dedicated to achieving results, increasing customer satisfaction, and driving continuous improvement.

**SKILLS:**

- Project Planning & Execution
- Stakeholder Management
- Risk Management
- Time Management
- Daily stand-up, Sprint planning
- Sprint review and Sprint retro
- Employee Onboarding
- HR policies
- Budgeting & Resource Allocation
- Team Leadership
- Communication & Collaboration
- Problem-Solving
- Conflict resolution
- HR system management
- Change Management
- Project Management Software (MS, Project, JIRA, Asana, Trello)

**Scrum Master**

**Inheartsight Community Services (Ontario Canada) (8/2023 - Present).**

**Key Achievements & Main Duties**

- Reporting to the Agile Coach, successfully led 2-3 Scrum teams to deliver complex projects with 80% customer satisfaction and over 60% revenue increase. Using Agile frameworks.
- Facilitated daily Scrum meetings and other Agile-related gatherings.
- Collaborated closely with project teams at every stage of the project, from initiation to closure to align on project objectives and ensure a shared understanding of project goals.
- Developed high-performing teams within 3 months and improved team productivity from 30% to 80% within 4 months.
- Significantly improved team productivity from 30% to 80% within 4 months, through actively removing impediments and tracking and analyzing metrics (velocity, burn down chart, cycle time).
- Provided guidance and mentorship as a servant leader.
- Engage in collaborative efforts with Cross-functional teams to assess and harmonize project objectives with overarching business goals.
- Facilitate crucial conversations and empower teams to self-manage and resolve conflicts.
- Conduct lessons learned meetings to identify areas for improvement.
- Improved transparency and visibility by communicating project status to stakeholders.

**Scrum Master/Project Manager**

**One Flock One Shepherd (Ontario Canada) (04/2022 - 07/2023)**

- Offered extensive administrative support, which included tasks like organizing documents and managing schedules.
- Assisted in creating a comprehensive project plan for constructing a basketball court.
- Ensured project alignment with community needs and preferences.
- Facilitated meetings with project teams & stakeholders to update and review project status.
- Achieved an exceptional average stakeholder satisfaction rating of 75%.

**HR/project at Walmart (North Carolina, USA)****07/2019 - 12/2021**

- Managed training and development programs, resulting in a 20% increase in employee satisfaction.
- Set training objectives in alignment with business goals.
- Conducted research for relevant course materials.
- Improved onboarding and retention rates by training new employees on HR policies.
- Led HR-related projects, including employee onboarding, HR policy training, and performance management initiatives.
- Collaborated with HR leadership to identify training needs and develop programs.
- Implemented HR policies and procedures to ensure compliance with company standards.
- Conducted regular HR audits to assess and improve HR processes.
- Managed employee records and ensured data accuracy within HR systems.

**HR at Shell Family (North Carolina, USA)****04/2017 - 06/2020**

- Successfully delivered employee onboarding initiative within scope, timelines, and budget.
- Collaborated with HR leadership to define the objectives and scope of a recruitment process improvement project.
- Developed a recruitment strategy resulting in a 5% increase in candidate satisfaction scores.
- Reviewed and updated job descriptions and qualifications for open positions to align with organizational needs.
- Implemented cost-saving initiatives resulting in a 20% reduction in external agency fees.
- Monitored project progress to ensure on-time delivery and maintain data quality within the database.
- Conducted project kick-off meetings to establish expectations with stakeholders.
- Worked with Department heads and hiring managers to understand specific job requirements.
- Continuously monitored and assessed the effectiveness of various sourcing channels.

**Education**

- Degree: Bachelor's in Human Resource Management, Middlesex University London.
- Certificate: Scrum.org and Scrum Alliance
- Certificate: Schulich School of Business Project management
- Certificate: Chartered Institute of Personnel and Development London
- Certificate: Customer Service Management