

Michael A. Miller

Enterprise Agile Coach (Scrum & SAFe)

Skills	Agile Software Development ●●●●●●●● Scrum ●●●●●●●● Kanban ●●●●●●●● Jira Administration ●●●●●●○ Requirements Gathering ●●●●●●●● Process Analysis ●●●●●●●● HTML ●●●●●●●● CSS ●●●●○ SQL ●●●●○ JavaScript ●●○ Issue Resolution ●●●●●●●● Organization ●●●●●●●●	<h2>Work Experience</h2>	
	Software	<i>Productivity</i> Microsoft Office ●●●●○ Google Docs ●●●●●●●● <i>Creativity</i> Adobe Creative Cloud ●●●●○ <i>Project Management</i> Basecamp ●●●●●●●● JIRA (Cloud) ●●●●●●●● <i>DevOps</i> New Relic (APM) ●●●●○ Jenkins ●●○	Ashley Furniture // Tampa, FL // 2015 - Present Enterprise Agile Coach (Sr. BSA, DevOps/Agile)
		<p>In November 2015 I joined AshComm, the eComm arm of Ashley Furniture. I was tasked with spearheading of our adoption of Scrum. I later transitioned to Ashley's enterprise-wide Agile Transformation Team as an Enterprise Agile Coach and lead Scrum Trainer working with over 25 delivery teams across 8+ business verticals.</p>	
		Key Achievements - Created the eComm Scrum adoption strategy, including scaling - Championed the adoption of Scrum across the organization - Conducted formalized training in Scrum across the organization - Trained and mentored Product Owners, Scrum Masters, and Developers across multiple Scrum teams and programs - All while serving as the Scrum Master for our own high performing eComm DevOps Scrum team	
		LabTech Software // Tampa, FL // 2010 - 2015 Product Manager (Web & Mobile)	
		<p>I was an early hire at this startup charged with management of the customer-facing segments of our first truly corporate website. I grew our customer-facing Web development team from just myself to 4-5 developers, overseeing our growth from one website to nearly a dozen integrated and interdependent sub-domains.</p>	
		Key Achievements - Managed dozens of projects for the LabTech Partner Portal - Delivered 3 major versions of the LabTech Partner Portal - Created project portfolio management framework - Transitioned Web dev team from Waterfall to the Agile Scrum software development methodology	
		Knowledge Accelerators // St. Petersburg, FL // 2005 - 2010 Senior Technical Writer	
		<p>I began as a technical writer scripting 'how-to' videos for software applications. I quickly moved up to creating course curricula by deconstructing software into its component features. I later became the Feedback Content Manager for IBM's internal self-help portal, IT Help Central.</p>	
		Key Achievements - Conceived and served as the ad hoc project manager for Hermes, in-house software for content translation preparation -- Increased feedback and translation capacity by 200-300% - Managed curriculum and content projects for the UN's World Health Organization, IBM, Fannie Mae, Avaya, and more	
Certifications		International Scrum Institute - Scrum Product Owner - Scrum Master - Scrum Coach - Scrum Trainer - Scaled Scrum Expert Scaled Agile, Inc. - SAFe 4.0 Program Consultant (SPC4)	
	Training	Dale Carnegie Leadership for Managers // 2012 How to Run Meetings // 2013	
Education		University of Florida Bachelor of Arts // 1990 - 1995 Linguistics Cum Laude	
	Social	LinkedIn Profile // https://www.linkedin.com/in/michael-miller-6b113916/ Personal Website // michaelbartok.com	