

# Michael A. Miller

Enterprise Agile Coach - Sr./Director-level Agile Product Management Professional - Scaled Agile Framework Program Consultant

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## EXPERIENCE

### **Discover, Tampa, FL (Remote) — Sr. Product Management Coach**

Apr 2022 - present

Joined the newly formed (2022) Enterprise Product Management Capabilities team responsible for defining enterprise-wide product management capabilities and practices, as well as interfacing with and training coaches and business partners. Our focus is on providing the skills and tools necessary for product professionals at Discover to ensure they are building the right things for our customers.

#### **Key Achievements**

- Created Product Management Foundations training materials covering the Product Discovery, Product Definition, Product Planning, and Product Execution capability areas
- Created Product On-the-Job training materials using a mock product threaded through 16 modules covering the skills, disciplines, and tools across all four of our product capability areas
- Interfaced with lines of business as a product management coach / consultant working with directors and vice-presidents to instill product- and customer-centric thinking, skills, and behaviors
- Created the initial concept of the Discover Product Operating Model (POM)
- Cohost of the ongoing Discover Product Lean Coffee and Product Sense & Respond series

### **Trellance, Tampa, FL — Director of Agile Product Owners**

Sep 2020 - Apr 2022

Joined Trellance as their new Director of Agile Product Owners to manage and support their growing Agile Product Owner group. Responsible for supporting the Agile Product Owners in the success of their day-to-day job responsibilities, defining the PO role and training all POs in fundamental skills.

#### **Key Achievements**

- Created PO-specific training tailored to the Trellance environment
- Managed and mentored a team of 8 dedicated Product Owners
- Established baseline fundamental PO skills; product definition, epic and story writing, story splitting, prioritization, and backlog management
- Designed more productive communications and reporting between Product

## SKILLS

Agile Software Product Development

Scrum

Kanban

Scaled Agile Framework (SAFe)

JIRA and Azure DevOps administration

Agile Product Requirements (Epics, Features, User Stories)

Agile Product Backlog Management

Agile Product Management

## Certifications

### **International Scrum Institute**

- Scrum Product Owner (SPOAC)
- Scrum Master (SMAC)
- Scrum Coach (SCAC)
- Scrum Trainer (STAC)
- Scaled Scrum Expert (SSEAC)

### **Scaled Agile, Inc.**

- SAFe Program Consultant (SPC5)

### **Scrum Alliance**

- Certified Scrum Master (CSM)
- Advanced Certified Scrum Master (A-CSM)
- Certified Scrum Professional - Scrum Master (CSP-SM)
- Certified Scrum Product Owner (CSPO)

### **Scrum@Scale**

- Certified Scrum@Scale Practitioner (CS@SP)

Management, Scrum Masters, Stakeholders, and Product Owners to show objective progress on product releases

- Successfully launched first ever Agile Release Train at Trellance and guided it through its first 3 Program Increments

### **Gerdau North America, Tampa, FL — Scrum Master / Agile Coach (Contractor)**

Jan 2020 - Sep 2020

Joined Gerdau (as a contractor through Tential IT) as a Scrum Master and Agile Coach to spin up the Digital Supply Chain and Logistics Visibility teams. After successfully accomplishing those spin ups and stabilizing performance on both teams, joined the most troubled team at GLN to improve their performance.

#### **Key Achievements**

- Trained GLN Product Owners and Scrum Masters
- Posted stellar performance metrics for 2 teams; 1 Scrum, 1 Kanban
- Improved the performance of the most troubled agile development team at GLN, reducing their Cycle Time by a full 50% with 4 months

### **Clearly Agile, Tampa, FL — Enterprise Agile Coach**

Jun 2018 - Jan 2020

Joined Clearly Agile as an Enterprise Agile Coach. Consulted with key clients on agile transformation efforts, focusing on agile training/tooling, agile product management, and DevOps practices. Also served as the internal Product Owner for 3 of our internal software products.

#### **Key Achievements**

- Successfully scaled a multimillion-dollar project for a major client, achieving a 300% increase in productivity across multiple teams
- Successfully defined product vision, MVP, roadmaps and backlogs for 3 internal products
- Instrumental in two agile transformations for two key clients
- Launched first ever SAFe training class at Clearly Agile

### **Ashley Furniture, Tampa, FL — Enterprise Agile Coach**

Nov 2015 - Jun 2018

Joined the eCommerce arm of Ashley Global Retail to define and drive our agile transformation. Transitioned to Ashley Furniture's enterprise-wide Agile Transformation Team as an Enterprise Agile Coach, lead Scrum Trainer, and agile product development SME. Worked with 30+ teams, transforming them from entrenched waterfall software development on aging systems (e.g., AS400) to modern scrum, kanban and agile product development methodologies (DevOps, Continuous Integration / Continuous Delivery).

#### **Key Achievements**

- Defined Scrum for the entire eComm organization
- Created our agile Scrum adoption strategy, including scaling

#### **LANGUAGES**

English (native)  
Spanish (advanced)

#### **Software**

JIRA (Cloud)  
Confluence (Cloud)  
Azure DevOps (Cloud)  
VersionOne (Cloud)

Microsoft Office  
Google Docs

New Relic (APM)

- Championed our adoption of Scrum across the Ashley organization
- Conducted formalized training in Scrum across the Ashley organization
- Trained and mentored Product Owners, Scrum Masters, and Developers across 25+ Scrum teams in 8+ business verticals
- Served as the Scrum Master for the eComm DevOps team for 2+ years

### **LabTech Software, Tampa, FL — *Product Manager (Web & Mobile)***

Nov 2010 - Sep 2015

An early hire at this startup, I was tasked with the management of the customer-facing segments of the corporate website. Grew the Web development team from 1 to 6 developers. Oversaw growth from one website to nearly a dozen integrated and interdependent sub-domains.

#### **Key Achievements**

- Managed dozens of projects for the LabTech Partner Portal
- Delivered 3 major versions of the LabTech Partner Portal
- Created enterprise project portfolio management framework
- Transitioned the Web development team from Waterfall to the agile Scrum software development methodology

### **EDUCATION**

University of Florida, Gainesville, FL — *B.A. (with honors)*

Aug 1990 - May 1995