

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 - Mar 2024

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 was 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
 - Awarded \$20,000 Discover RSU for my collaboration and contributions to Discover's new Product Management Foundations eLearning courses
 - Courses saw completion of over 400 modules by product owners in 2023
- 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)
- Cohosted the Discover Product Lean Coffee and Product Sense & Respond series
 - Average attendance was 100+ product owners for Product Lean Coffee
 - Average attendance was 80+ product owners for Product Sense & Respond

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

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 (SPC6)

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)

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

- Product Discovery
- Product Definition
- Product Planning
- Product Execution (build / operate)

- 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 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
 - *ART delivered the proof-of-concept for Trellance's first-ever cloud platform for credit union data analytics*

Gerda North America, Tampa, FL — Scrum Master / Agile Coach (Contractor)

Jan 2020 - Sep 2020

Joined Gerda (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

- Improved the performance of the most troubled agile development team at GLN, reducing their Cycle Time by a full 50% within 4 months
- Led a team to successfully deliver major shipping geolocation project early and under budget (Project 42 integration)
- Trained GLN Product Owners and Scrum Masters
- Posted stellar performance metrics for 2 teams; 1 Scrum, 1 Kanban

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

LANGUAGES

English (native)
Spanish (advanced)

SOFTWARE

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

Microsoft Office
Google Docs

New Relic (APM)

Miro

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
- 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
 - *Team completely automated cloud development environments for all eComm AppDev teams; provisioning, installs, services, and tear down*

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 & initiatives for the LabTech Partner Portal
- Delivered 3 major versions of the LabTech Partner Portal
 - *Saw 33% increase in adoption after 2nd & 3rd releases*
- Created enterprise project portfolio management framework
 - *Successfully prioritized ~140 product development initiatives*
- 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