

# Michael A. Miller

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

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## EXPERIENCE

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

Jun 2018 - PRESENT

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 (one live in the open market, one in use internally, and one nearing MVP release). Currently focused on spinning up Clearly Agile's public Scaled Agile Framework certification course offering spanning 8 distinct SAFe certification courses.

#### 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, and roadmap for 3 internal products
- Instrumental in two agile transformations for key clients

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

Nov 2015 - Jun 2018

Joined AshComm, the eCommerce arm of Ashley Global Retail to define and drive of our agile transformation via the adoption of Scrum. Later transitioned to Ashley Furniture's enterprise-wide Agile Transformation Team as an Enterprise Agile Coach, lead Scrum Trainer, and agile product development subject matter expert. 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

## SKILLS

Agile Software Product Development  
Scrum  
Kanban  
Scaled Agile Framework (SAFe)  
JIRA/VSTS administration  
Agile Product Requirements (Epics, Features, User Stories)  
Agile Product Backlog 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 (SPC)

### Scrum Alliance

- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)

### Scrum@Scale

- Certified Scrum@Scale Practitioner (CS@SP)

## LANGUAGES

English (native)  
Spanish (fluent)

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

Nov 2010 - Sep 2015

Charged, as an early hire at this startup, with the management of the customer-facing segments of the corporate website. Grew the customer-facing Web development team from just one 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

## **Knowledge Accelerators, St. Petersburg, FL — *Sr. Technical Writer***

Sep 2005 - Oct 2010

Served as a technical writer scripting 'how-to' videos for software applications. Quickly transitioned to creating course curricula by deconstructing software into its component features. Later became the Feedback Content Manager for IBM's internal self-help portal, IT Help Central and the lead technical writer responsible for training all technical writing new-hires.

### **Key Achievements**

- Conceived and served as the ad hoc product manager for Hermes, in-house software for content translation preparation that increased feedback and translation speeds by 200-300%
- Managed curriculum and content projects for the UN's World Health Organization, IBM, Fannie Mae, Avaya, and many other clients

### **Software**

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

Microsoft Office  
Google Docs

New Relic (APM)

## **EDUCATION**

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

Aug 1990 - May 1995