

Robert Edwards

Project Management

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CERTIFIED SCRUM MASTER (CSM®), CERTIFIED PRODUCT OWNER (CSPO®) AGILE COACH (ICP-ACC®), SCRUM FUNDAMENTALS CERTIFIED (SFC®), SAFe® SCRUM MASTER (SSM®), SEASONED SR. PROJECT MANAGER

Dynamic and results-driven professional with a robust background in project management across diverse industries.

Skilled in managing diverse projects in Technology, Process Improvement, and HealthCare sectors, collaborating with teams to ensure timely delivery of high-quality solutions.

Certified in SAFe, Scrum, and Agile methodologies, with a proven track record of successfully leading large-scale projects from conception to completion.

Ability to drive process improvements, implement effective project management practices, and deliver solutions within budget and timeline constraints. Strong leadership, problem-solving, and communication skills, with a commitment to delivering exceptional results while maintaining high personal work standards.

Areas of Expertise

- Project Leadership
- Cross-functional Team Leadership
- SAFe (Scaled Agile Framework)
- Vendor Relationship Management
- Change Management
- Financial & Healthcare IT Solutions
- Scrum Framework
- Quality Assurance & Compliance
- Process Improvement
- Stakeholder Engagement
- Risk Assessment & Mitigation
- Continuous Improvement Initiatives

Key Career Highlights

- **Fostered collaboration & communication among stakeholders ensuring on-time deliverables** across diverse projects within Business Products such as Health Plan services, Consumer Products, International Marketing Events, and Web/Mobile Development (*Scrum Master/Sr. Project Manager*)
- **Streamlined process controls, and seamless customer support and communication** by leading onshore/offshore development teams, ensuring robust project management practices, (*Scrum Master/Sr. Project Manager*)
- **Successful execution of a corporate-wide centralized security access project** managing a large team of business analysts amidst tight timelines and ambiguity, achieving the. (*Sr. Project Manager*)
- **Delivered a high-profile Vulnerability Management web application** on time through effective leadership, under stringent timeframes. (*Sr. Project Manager*)
- **Developed and implemented new processes, procedures, and controls**, catalyzing transformation from reactive to proactive operations in an unstable computing environment. (*Sr. Project Manager*)
- **Enhanced capacity, reliability, and performance for a heavily used worldwide data warehouse** by spearheading the design and implementation of infrastructure solutions. (*Sr. Project Manager*)
- **Enhanced quality of service delivered to clients** through established key reporting mechanisms for senior management. (*Scrum Master/Sr. Project Manager*)
- **Led efficient Agile project execution by directing multiple Scrum Teams** through Backlog Refinement, Sprint Planning, Daily Standups, Sprint Review, and Sprint Retrospective ceremonies. (*Scrum Master/Project Manager*)

Education

B.S. Information Technology

GPA 4.0 – Greek honors: Summa Cum Laude
Franklin University, Columbus, Ohio

A.A.S in Computer Programming

Clark State Community College, Springfield, Ohio

Certifications

Certified ScrumMaster | CSM® March 2021 – Exp 3/28/2025

Agile Coach Certification | ICAgile – June 2023

Agile Scrum Product Owner | CSPO® November 2023

SAFe Scrum Master | SSM® February 2024

Microsoft PM Fundamentals | July 2024

IBM DevOps Essentials | July 2024

Tools/Technologies:

JIRA, Azure DevOps, Trello, Basecamp, MS Project, Wrike, Clarity, VersionOne/
Digital.ai, SmartSheet, Confluence

Professional Experience

Contractor, Tampa, FL

Scrum Master | Product Owner | Agile Coach | Project Manager | Program Manager

2021 — Present

Tool/Technologies: Jira, Azure Dev/Ops, Smartsheets, Custom Developed Project Management tool

Maximize outcomes across various industries including Health, Manufacturing, Finance, and Security. Lead rapid improvements. Introduced Agile/Scrum/SAFe methodologies. Ensure seamless onboarding and implementation of new product offerings.

DTCC, Tampa, FL

Scrum Master/Project Manager

- Implemented new approach to use a single JIRA board for multiple teams

Blue Cross/Blue Shield MN

Scrum Master/Project Manager

- Implemented Pharmaceutical Health onboarding.

PoolCorp, Covington, LA

Scrum Master/Project Manager

- Introduced Agile/ScrumMaster Project Management across multiple development teams. Implemented and onboarded Agile/Scrum/SAFe/Kanban methodologies for the Application Development team.
- Led three project teams in Application Development, Online Data Storage solutions (Microsoft Azure Cloud), and Microsoft DevOps, including a Collaborative development with Canadian team.

HSBC Bank, NY

Scrum Master/Project Manager

- Worked with government compliance teams in creating compliance reporting and methodologies of Agile/Scrum.
- Swift onboarding of Compliance team for governmental reporting.
- Oversight of teams adherence to Agile framework and JIRA toolset.

M&T Bank, NY

Scrum Master/Project Manager

- Collaborated with senior executives in a high-profile People's United Financial acquisition initiative.
- Unified teams through direct communications that advanced shared objectives between companies.

HM Health Solutions, PA

Scrum Master/Project Manager

- Managed on and off-shore development teams within the SAFe framework
- Collaboration with senior management for defined sprints and coordination of multiple scrum masters.

Micro Key Solutions

Senior Project Manager/Scrum Master

2020-2021

Directed, coordinated, and managed offshore development teams for both Agile and Waterfall projects for timely project delivery and adherence to scope and project plans. Collaborated with senior management to introduce new processes and procedures such as Development Roadmap, Implementation Project Tracking, Problem/Incident Management, and Agile/Scrum.

- Introduced and established the Agile/Scrum methodology within the company for multiple development teams.
- Composed and implemented a Corporate Development Roadmap
- Established and executed a Bug-Fix process
- Ensured adherence to SDLC (Software Development Lifecycle)

Health Plan Services, Tampa, FL

Program Manager/Sr. Project Manager/Scrum Master

2019 —2020

Delivered large-scale IT projects to external clients providing healthcare options under the Affordable Care Act. Orchestrated project direction, implementation, and management, ensuring adherence to budget and schedule. Led and, fostered team motivation and cohesion for on-time and within-budget project completion. Collaborated closely with system engineering teams to devise solutions and formulate functional requirements.

- Spearheaded the comprehensive implementation process from inception to fruition.
- Guided clients seamlessly through the Go-Live phase.
- Led the successful decommissioning of a large client's full system, spearheaded new product development for ACA carriers, and facilitated annual ACA renewals as a Senior Project Manager.
- Orchestrated Affordable Care Act changes for 3rd Party Subsidies as a Scrum Master.
- Key role in drafting the overarching PMO project management process document.
- Managed upwards of 11 projects concurrently, demonstrating exceptional multitasking abilities.
- Implemented both AGILE (Iterative/Incremental) and WATERFALL (SDLC) methodologies as appropriate to project needs.
- Ensured strict adherence to SDLC (Software Development Lifecycle) standards.

IT Works Global, Palmetto, FL

Program Manager/Project Manager/Scrum Master

2015 —2019

Spearheaded numerous successful large-scale projects encompassing Domestic and International Marketing Campaigns, Large Corporate Events, Product Development/Launch, Supply Chain Management, and Web Development. Directed project execution, employing Waterfall, Scrum, Kanban, and Agile methodologies.

- Orchestrated Program Management for high-priority projects in new product development and website redesign, demanding meticulous coordination and communication, leveraging AGILE and Waterfall methodologies.
- Spearheaded over 50 successful project launches and orchestrated three highly successful International Annual Conferences.

JPMorgan Chase, JPMorgan Chase

Information Risk Manager/Project Manager,VP

2014 —2015

Achieved highest team performance among five technical teams by leading a team of seven Information Risk Business Analysts across India and the US to coordinate database on-boarding activities. Provided strategic recommendations and optimization techniques to enhance efficiency.

- Transformed project management, process controls management, customer support, and communications, achieving the highest on-boarding metrics within 7 months among a team of 7, leveraging only 2 experienced staff.
- Cultivated robust business relationships with Chase's largest line of business to efficiently manage and streamline inbound on-boarding requests.
- Instituted comprehensive training programs to swiftly familiarize 5 inexperienced staff members with 3 out of 4 workflow processes crucial for database on-boarding activities.
- Led a team of 11 Information Risk Business Analysts (3 full-time, 8 contractors) in facilitating Corporate and Investment Bank's transition to centralized security access administration using standardized tools and processes as part of a corporate-wide integrated initiative.

Delivered flawless coordination of intricate learning solution implementations for the Human Resources department's Talent, Diversity, and Organizational Effectiveness initiatives at a leading national insurance company.

- Directed the implementation of complex learning solutions with precision and expertise.
- Took immediate charge of total project management for a widely lauded executive learning solution, ensuring its successful execution.
- Employed organizational, analytical, and interpersonal prowess to navigate ambiguity and establish clear direction for a highly impactful Effectiveness project and Computer Based Training in information security.
- Fostered fruitful collaboration with subject matter experts and Computer Based Training specialists to develop effective information security training solutions.
- Engaged closely with senior management and project sponsors to clarify project scope, problem/opportunity statements, business objectives, key deliverables, and overall timelines across various projects.

Delivered website programming services in Drupal/PHP, conducted Business Analysis, led Project Management, conducted SWOT Analysis for IT Operations, and managed site operations for small office servers, networks, workstations, and printers. Executed website programming and Business Analysis tasks.

- Spearheaded a team of consultants to conduct a comprehensive operational SWOT Analysis for a non-profit business in Colorado.
- Directed a team of programmers in the development of new software within the Drupal/PHP environment.


Additional Experience


Information Risk Manager/Project Manager, VP at JPMorgan Chase

Contact Me

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