

# Helen L.

## Senior Scrum Master, Scaled Agile Framework (SAFe) Consultant

### SUMMARY

- I bring unique, extensive and field-based experience to the topic of implementing Lean and Agile at Scale. Throughout my career, I have served as a project and delivery manager in multi-cultural distributed environments. As a trainer and Scaled Agile consultant I have led roll-outs of SAFe in Product and Outsourcing companies and trained hundreds of SAFe specialists in Europe. - Upper-Intermediate English - Available Part-Time

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	Scrum
<b>Data Analysis and Visualization Technologies</b>	Business Analysis, Requirements Analysis
<b>UI Frameworks, Libraries, and Browsers</b>	LESS
<b>Methodologies, Paradigms and Patterns</b>	Agile, Lean, SAFe, Scrum, UML, Waterfall
<b>Collaboration, Task &amp; Issue Tracking</b>	Jira
<b>Project Management &amp; Administration</b>	Project Management
<b>Platforms</b>	SharePoint
<b>UI/UX/Wireframing</b>	UED, UI/UX
<b>Other Technical Skills</b>	Business Consulting, Business Process, Change management, Executive Coaching, Management Consulting, PMBOK, Process Development, Process Simulation

### EXPERIENCE

#### CEO and SAFe Program Consultant

July 2017 - Present (4 years 11 months)

#### Responsibilities:

- Leading SAFe and Agile transformations
- Organization of the company's effective work, including budgeting, sales planning, training and consultancy pipelines

- Marketing researches
- Project management and Agile training creation and teaching
- Career consultancy

### **Delivery Manager, Ciklum**

June 2016 - July 2017 (1 year 2 months)

#### **Responsibilities:**

- Planning of product, business and technical initiatives and organising in-time delivery of it
- Manage stakeholders top-management, other units' expectations and relationships;
- Manage external internal and external dependencies
- Road map planning, execution and delivery
- Cross-teams dependencies inside the unit & internal escalation process inside the unit
- Establish & continuous improve the development process & unit organization structure
- People & HR process management
  - recruitment, people development, retention
  - build an education road map
  - performance management of each team member
- Build team's culture
- Be the leader of the unit
- Resources allocation planning with RnD group lead
- Risk & opportunities management
- Define & track KPI/metrics and convert it into improvements
- Maximizing value of delivery & search for a win-win solution, the balance between product, business and technical features
- Be up to date with company policies, strategy and updates
- Be up today with new tools, industry best practices and innovations
- Transparency of internal processes, communication, and management decisions with other units and inside your unit

### **Agile Project Manager**

June 2015 - May 2016 (1 year)

#### **Responsibilities:**

- be responsible for projects and dev teams
- software development coordination (using SAFe practices)
- do risks analysis and minimization
- build effective communication process with main client developers, QA, and other departments
- improve cross-department communications and processes
- personally be in charge of project issues/delays, make KPI reports for Product Owner and Delivery Manager, offer possible solutions for issues (if any) and afterwards coordinate their implementation
- manage vision/specification, project plan, workflow diagrams, project roadmap etc. creation for all assigned projects

### **Agile Project Manager, Ciklum**

September 2014 - April 2015 (8 months)

#### **Responsibilities:**

- Facilitate the process of distributed software development according to the direction identified by the Client



- Facilitate efficient use of software tools for project management and remote collaboration
- Organize and take an active part in the knowledge transfer process between onshore team and nearshore colleagues
- Support Client in the recruitment process (including new dedicated PM/Team lead)

### **Manager of Kyiv office, KNP**

January 2014 - May 2014 (5 months)

### **Agile Project Manager, Ciklum**

December 2012 - December 2013 (1 year 1 month)

#### **Responsibilities:**

- Facilitate the process of distributed software development according to the direction identified by the Client
- Facilitate efficient use of software tools for project management and remote collaboration
- Organize and take an active part in knowledge transfer process between onshore team and near shore colleagues
- Support Client in recruitment process (including new dedicated PM/Team lead)
- Lead handover on the start of engagement and when leaving the team

### **Project manager**

March 2010 - November 2012 (2 years 9 months)

#### **Responsibilities:**

- be responsible for projects and dev teams (40+ people)
- software development coordination (using Agile practices)
- do risks analysis and minimization
- build an effective communication process with requestors, developers, QA, and other departments
- improve cross-department communications and processes
- personally be in charge of project issues/delays, make KPI reports for the Product Owner and Technical Director, offer possible solutions for issues (if any) and afterwards coordinate their implementation
- cooperate with UAT department concerning existing issues, bugs and improvements
- manage vision/specification, project plan, workflow diagrams, project roadmap etc. creation for all assigned projects develop PDP for my teams and helping in their implementation

### **Business development manager**

June 2009 - February 2010 (9 months)

### **Innovative Marketing Ukraine**

3 years 4 months

### **Project Manager**

August 2007 - June 2009 (1 year 11 months)

**Responsibilities:** Be responsible for projects. See the main project objectives and goals of the projects' tasks and do everything for their achievement. Define correctly the priorities of projects and tasks. Do risk analysis and minimization. Solve project problems Enhance existing solutions of products and projects and initiate new ones. Build effective



communication process with production and other departments. Improve cross-department communications and processes. Personally be in charge of project issues\delays, make reports about them to Software Business Director with possible solutions and afterwards coordinate their implementation. Cooperate with the R&D department concerning basic project ideas, sale models and launch plans. Manage vision\specification creation and market\competitors research (with the R&D team) for all new assigned projects. To conduct training and onboarding for Project Coordinators. Report to Software Business Director with results and plans for the following period.

### **Return Operations Manager**

March 2006 - July 2007 (1 year 5 months)

**Responsibilities:** return money to customers, work with customers, who refuse orders, analyse of Customer Support Department, Call-center work, create manuals for Customer Support Department, Call-center, make research and reports about the reasons for refunds and chargebacks and compose KPI statistics, minimization of company's losses.

### **Engineer of implantation automatic management systems of the company**

March 2005 - August 2005 (6 months)

**Responsibilities:** software implementation, maintenance, developing depending on client's requests and needs, accounting forms setup, support and design of the corporative site.

### **Sales manager**

August 2004 - January 2005 (6 months)

**Responsibilities:** marketing of market, a search of clients, the conclusion of contracts, negotiations with suppliers and customers, control of payment for delivered products, developing Access database, staff recruitment, make promotions and tasting.

## **EDUCATION**

**NTUU"KPI" Master of Economy, Computer Science, Economy**  
2002 - 2008

## **CERTIFICATIONS**

- ICAgile Certified Professional - Issued Jun 2013
- Project Management Professional (PMP) - Issued Sep 2021
- Provisional Certified LeSS Practitioner - Issued Dec 2021
- Agile Portfolio and Program Management (ICP-PPM) - Issued Nov 2018
- SAFe® Remote Trainer - Issued Feb 2021
- Agile Project Manager (ICP-APM) - Issued Mar 2018
- Certified SAFe® 5 Program Consultant

