

# ANDREA BENTON

*Scrum Master*  
*Business Analyst*

## SKILLS

### //Professional

Scrum Master  
Agile and Scrum champion  
Business Analysis  
Project Management  
Management  
Deep business & IT  
knowledge

### //Personal Qualities

Learner  
Achiever  
Encourager  
Facilitator  
Adaptable  
Loyal  
Passionate  
Customer-centric  
Analytical

## EDUCATION

**Bachelor of Science**  
University of Sydney

**Certified Scrum Master**  
Scrum Alliance

**Certified Scrum Product  
Owner**  
Scrum Alliance

**Certified Scrum Professional**  
Scrum Alliance

**Agile Coach**  
ICAgile Certified Professional

## CONTACT



[andrea@andreab.me](mailto:andrea@andreab.me)



[linkedin.com/in/andreabenton](https://www.linkedin.com/in/andreabenton)



[andreab.me](http://andreab.me)

## PROFESSIONAL PROFILE

My primary skills are as Scrum Master and Business Analyst, gathering requirements, collaborating with the stakeholders, and facilitating and supporting the Delivery Team and Product Owner. That is built on a solid technical foundation with over 15 years of IT experience, from software and web development and project delivery to infrastructure to Cloud. My perspective is global (having lived and worked in Australia, Hong Kong and the United States). I learn whatever is required to do my work well.

## PROFESSIONAL EXPERIENCE

### Scrum Master

Isentia / Sydney, Australia / 2015 - present

Facilitates all aspects of the Agile software delivery, using Scrum.

- Supports the Product Owners and delivery teams as part of the Scrum process. Facilitates all aspects of the team's planning, prioritization and work processes, including scrum meetings (planning, showcase, retrospective, review, and stand-ups), all using a servant leadership style. Coaches and supports the team, including assisting the Product Owner with backlog grooming, and splitting user stories.
- Facilitates multiple concurrent projects with delivery teams and stakeholders around the Asia-Pacific region.
- Key player in Isentia's introduction of Agile methodology, running introductory sessions on how Agile and Scrum works, for people across the organization, followed up with ongoing coaching. Awarded for this work towards facilitating organizational change.
- Projects include migrating flagship website from on-premise servers to the Cloud (AWS), redeveloping that web site with new technology, to work on all device sizes (phone, tablet and desktop browsers), developing mobile apps (iOS and Android) to display media items, upgrading the WAN across the company, and rolling out a new UCC phone system.

### Business Analyst

Isentia / Sydney, Australia / 2013 - 2015

- Led business analysis for key projects as part of the Product Development team, working on some of Isentia's leading brands including Mediaportal.
- Worked with key stakeholders and the project team to assess, quantify, document, define, design and deliver business improvement opportunities or technical products.
- The development and documentation of the business requirements, and user, functional and non-functional requirements.
- Followed the development through to completion, in performing testing, and analysis of the data, to ensure the product is developed as required.

## WHAT PEOPLE HAVE SAID

” Andrea’s enthusiasm for Agile has ushered in a new approach to working. Without her passion and encouragement, we wouldn’t be anywhere near as advanced into our journey into Agile product development, technical development and an ‘agile’ way of working.

” Andrea is constantly expanding her capabilities and skills on her own initiative. She is a total self-starter, taking independent actions and well-calculated risks.

” The team [with Andrea as Scrum Master] took on an unexpected project and worked amazingly well together to overcome every challenge. The project was brought forward to mitigate the risk of releasing changes during a critical political time and they not only met this deadline but exceeded it by releasing a day earlier with no defects.

” Her ‘can do’ attitude and proactiveness are perfect examples of role model behavior.

## SCAN ME



## PROFESSIONAL EXPERIENCE CONTINUED

### IT Manager

CCLI / Sydney, Australia / 2006 - 2012

Oversaw all aspects of the technology operations for the Asia-Pacific region, including:

- Managed the migration from the Pivotal eRelationship CRM to MS Dynamics.
- Managed the IT resources for the Asia-Pacific region, including the planning and implementation of servers, networks and desktop PCs, telephony (including VOIP), within the global corporate framework, including carrying out the work of a network administrator and SQL database administrator
- Migrated the servers from physical to virtual (VMWare Sphere).

### Senior Systems Analyst

CCLI / Sydney, Australia / 2004 - 2006

- Led projects to develop the Customer Relationship System used in three regional offices, worked as a member of the company's Global Information Technology Management Team with other Team members in the US and the UK, provided technical support for the US, Australia and South Africa offices.
- Managed projects to upgrade the Pivotal eRelationship CRM with enhanced functionality.

### Systems Analyst

CCLI / Portland, Oregon, USA / 2001 - 2004

- Designed, developed and administered systems used in the company's US, Asia-Pacific and Africa offices, provided technical support, implemented the system.
- Business analysis, gathering requirements for migrating from a legacy CRM to Pivotal eRelationship for the Africa region, and documenting those requirements.
- Selected to visit the Africa and Asia-Pacific offices to train users on the new CRM, and to carry out tweaks of the system on implementation.

### Manager of Web Services

CCLI / Portland, Oregon, USA / 1996 - 2001

- Transformed the company's web site from being a small US-only site, to be a global site, serving the customers worldwide, customized for each region of the company. That was developed using ColdFusion.
- Added an online store to the web site.
- Developed the company's intranet, also using ColdFusion.