

# ANDREA BENTON

*Scrum Master*  
*/ Agile Coach*

## SKILLS

### //Professional

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

### //Personal Qualities

Learner  
Achiever  
Encourager  
Facilitator  
Servant leader  
Adaptable  
Agile mindset  
Loyal  
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 Master & Product  
Owner**  
Scrum Alliance

**Agile Coach**  
ICAgile Certified Professional

## CONTACT



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## PROFESSIONAL PROFILE

I'm an experienced Scrum Master, facilitating and supporting the Delivery Team, Product Owner and stakeholders, working with multiple Scrum teams in multiple locations, with a proven track record of delivering software and web development projects. I am committed to that role, continually learning, to improve. As an Agile champion, I use every teachable moment and workshops to coach the understanding of Agile, and how to apply that to bring about improvements. My background with technical and analytical IT experience, and project management, equip me in removing impediments, and helping keep stakeholders' goals in mind.

## PROFESSIONAL EXPERIENCE

### Scrum Master

Isentia / Sydney, Australia / 2015 - present

Facilitate all aspects of the Agile software delivery, using Scrum / Kanban:

- Support the Product Owners and delivery teams as part of the Scrum process. Facilitate 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. Assist the Product Owner with backlog grooming, and splitting user stories. Guide all to get the best out of self-organization and collaboration, encouraging conversation, in a safe environment.
- Key in Isentia's introduction of Agile methodology, running sessions on how Agile and Scrum works, for people across the organization, followed up with ongoing coaching. Awarded for this work facilitating organizational change.
- Use measurements such as burndown reports, velocity tracking, and assists in planning out work across the project, including release planning, to assist the team to ensure that goals are met.
- Run workshops to assist the Product Owner and stakeholders determine their priorities.
- Facilitate multiple concurrent projects with delivery teams and stakeholders around the Asia-Pacific region.
- Projects include migrating flagship website from on-premise servers to the Cloud (AWS), redeveloping that web site with new technology, including enabling it 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, rolling out a new UCC phone system, adding machine learning / AI to systems used in-house to improve operational efficiencies and reduce numbers of staff needed to do that work.
- Administer Jira / Confluence, adapting workflows and details to suit Isentia's project operation, and introduced the use of Slack.
- While in this role have continued to learn about Agile and Scrum, with milestones being becoming a Certified Scrum Product Owner, and then, with more study and experience, a Certified Scrum Professional – both Product Owner and Scrum Master.

## 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.

## CONTACT DETAILS



## PROFESSIONAL EXPERIENCE CONTINUED

### 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.

### 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.
- Visited the Africa and Asia-Pacific offices to train users on the new CRM, and to carry out tweaks of the system on implementation.