

ANDREA BENTON

*Scrum Master
/ Agile Coach*

SKILLS

//Professional

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

//Personal Qualities

Learner (growth mindset)
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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andreab.me

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 for continuous improvement. My background with technical and analytical IT experience, and project management, equip me in removing impediments, and keeping stakeholders' goals in mind.

PROFESSIONAL EXPERIENCE

Scrum Master / Agile Coach

Isentia / Sydney, Australia / 2015 - present

Have been a Scrum Master since January 2015, and for the last 18 months, also Agile Coach.

Agile Coach

- Agile Coach for 4-6 delivery teams, with Australia-based developers, and liaising with developers across the Asia-Pacific.
- The organization moved to the "Spotify model", with a developer on each team appointed team lead, and that person then took over the Scrum Master responsibilities. That has required helping the team leads understand what that means and learn Agile and Scrum to a deeper level. That is an ongoing process.
- Involved with each of the teams, to support and encourage, looking for teachable moments to help improve their understanding of Agile and Scrum, and implementation of those, continuously improving, while delivering value.
- Continuing to use a servant-leader style while coaching.
- Provide one-on-one or team coaching.
- Considered the Agile expert, so consulted to provide suggestions on how best to do things in an Agile way.
- In addition to the above activities, I've continued with everything listed below in the Scrum Master section, particularly with two high-profile projects (so hands-on Scrum Master experience is current).

Scrum Master

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

- Scrum Master for 4-6 delivery teams, located across the Asia-Pacific region, with developers and stakeholders in Australia, Malaysia, Singapore, India, China.
- 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.

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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

Scrum Master / Agile Coach continued

- 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 refinement, and splitting user stories. Guide all to get the best out of self-organization and collaboration, encouraging conversation, in a safe environment.
- 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.
- Coached on Agile and Scrum, with the Product Owner, stakeholders, and delivery teams, continuing to enhance maturity.
- 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.

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.

Previously

- I've lived in the US for 8 years and Hong Kong for 3 years, so am used to working globally, with colleagues dispersed around the world. My previous work experience has included management, company development, web development and systems analysis.