

**Scrum Master Consultant
Available ASAP**

SCOPE

- 8 years of experience
- Coaching and support for development teams, delivery manager, agile project management, assistance for product owners, tracking of performance indicators and areas for improvement...

SKILLS

- Mastery of agile methods (Scrum, Kanban, Safe, Lean...)
- Coaching, training and accompanying teams
- Project management and change management
- Administration of project management tools
- Team spirit, conflict management and adaptability

TECHNICAL SKILLS

- Digital project management and tracking tools: Jira, Confluence, Miro, Metroretro, Klaxoon, iobeya, Invision, Trello, Slack, Teams, Zoom, Webex, Skype, Office 365 (Onedrive, Forms, Stream, SharePoint, OneNote, LiveEvent, To-Do, Planner, Sway, Lists, Whiteboard...)
- Computer development: C/C++/Shell/Gitlab/Git/Postman/CI/CD

EDUCATION & CERTIFICATION

- Safe certification
- Scrum Master certification
- ITIL certification
- Product Owner certification
- Computer programming education, 42 Paris, France (2018-2020)
- Business school Diploma, ISCID France (2015-2016)
- Master in International Business Studies, Ashton College, Vancouver Canada (2014-2015)
- Degree in Management and Project Management, ENCG, Morocco (2011-2014)
- High school diploma in Mathematics with high honors (2011)

LANGUAGES

French :	Bilingual
English :	Advanced
Arabic :	Bilingual
Spanish :	Notions

EXPÉRIENCE PROFESSIONNELLE

March 2022 to date : Scrum Master, Allianz Trade (La Défense - France)

Context : Within the IT department, as part of the development of the online portal for Allianz Trade customers to manage their credit insurance contracts. As a Scrum master, I support two French- and English-speaking teams (frontend developers, product owners, QA, designers)

Activities :

- Promote the mindset and best practices of agile.
- Development of cohesiveness and autonomy of the teams and resolving conflicts.
- Assistance and support to product owners in sprints preparing, PI planning, tracking deliverables, and managing backlogs.
- Ensure good understanding of the need and involvement of all team members (product vision, product goal, sprint goal...).
- Measure and share performance indicators with the team (velocity, burnup & burndown charts, release notes..).
- Ensure a continuous improvement approach (definition of done, definition of ready, PI planning, pair programming, code review, testing...).
- Facilitation of workshops and maintaining good relationships between internal and external stakeholders.
- Identifying and alerting on project risks.
- Co-construction of E2E testing strategy, regression testing, documentation... and ensure the quality of deliverables.
- Preparing and facilitating ceremonies (sprint planning, poker planning, daily meeting, sprint review, refinement, retrospective) and other rituals (scrum of scrum, Sync PO, technical committee...).
- Construction of monitoring dashboards and automations on Jira.
- Administration of monitoring tools (Jira/Confluence).
- Onboarding teams and organization of team building.
- Communication with other Scrum masters to share our experiences and best practices.

March 2021 - Feb 2022 (12 months) : Scrum Master, Total Energies (La Défense, France)

Context : Within the IT department, as part of the development of the TotalEnergies mobile application.

As a Scrum master, I have supported two development teams (backend developers, iOS developers, Android developers, product owners, QA, devops)

Activities :

- Introduction to the agile mindset and implementation of the Scrum framework.
- Reorganization of agile teams in order to eliminate dependencies, centralize technical skills and create autonomous teams.
- Introduction of concepts such as product vision, product goal, sprint goals, definition of done, definition of ready...
- Facilitation of agile workshops: poker planning, story mapping, product backlog, visual management, Kanban vs Scrum...
- Resolution of conflicts and improvement of team cohesion.
- Development of trust and autonomy of the teams.
- Ensure a continuous improvement approach (pair programming, code review, testing, PI planning...).
- Assistance in sprints preparation and managing the product backlog.
- Organization and facilitation of Scrum rituals (sprint planning, daily meeting, sprint review, retrospective, refinement).
- Administration of project tracking tools and collaborative workspaces (Jira/Confluence /Teams/Klaxxon...).
- Tracking of performance indicators and transparency on sprint progress (burndown chart, burnup chart, velocity, release note etc.).
- Communication with other departments to promote practices and the agile spirit.
- Onboarding teams and organization of team building.

Jan 2018 - Feb 2021 (3 years and 2 months) : Project Manager and Scrum Master, FRANCE TÉLÉVISIONS (Paris, France)

Context : As part of the development of a platform for training in digital tools and supporting the digital transformation of France Télévisions Group.

As a project manager, I have supported business departments in their digital transformation and introduction to agility :

- Identification of action areas among the 11,000 employees of France TV Group.
- Construction of the action plan (context, objectives, issues, targets, opportunities and obstacles...).
- Collection of needs and audit the digital maturity level of employees by department.
- Construction of training paths by digital maturity level.
- Designing tutorials and best practice sheets.
- Individual coaching (VIP) and animation of webinars (social networks, project management tools, collaborative work tools...).
- Introduction to agility and to the Scrum framework.
- Coaching teams and identification of Product Owner and Scrum Master roles.
- Qualitative and quantitative measurement of digital usage (tracking of KPIs: connection rate,

- level of interest, level of progression, improvement axis...).

Business continuity plan during COVID-19 period:

- Development of a teleworking support plan.
- Communication on remote work tools and videoconferencing.
- Designing tutorials and best practice sheets for teleworking tools.
- Training of user support teams.
- Coaching and animation of practical workshops (Webex, Zoom, Klaxoon...).
- Supporting the digitization of typical meetings such as press conferences, seminars and public events online.
- Co-animation of seminars on well-being and quality of life at work.

With internal communication teams:

- Construction of the communication plan (email campaign, intranet articles, introduction video, launch event, newsletter...).
- Launch of the FTV internal social network (+5000 members) and "Digital Showroom".
- Introduction of online workshops and "Talent Passport" program.
- Co-organization of seminars and "Digital Days" in different FTV stations/regions.
- Tracking of the impact of the "tous.Digital" project and collecting satisfaction level (100% positive feedback).

Microsoft Office 365 Integration Project:

- Creation of training courses and recruitment of an Office 365 ambassador network.
- Training of user support teams.
- Designing tutorials and best practice guides for Office 365.
- Creation of user resource center platform (FAQ, video resources, documentation).
- Conducting webinars for Office 365 (3 levels: Beginner, Intermediate, Advanced).
- Design a newsletter on tips, tricks, and new features for Office 365.
- Tracking the impact of the Office 365 project and collecting satisfaction levels.
- Qualitative and quantitative measurement of the level of use of O365 tools. (Tracking KPIs for change management actions: communication campaign opening rate, connection rate, level of interest, level of progress, improvement axis).

As a Scrum master, I have supported a development team of 5 people (web developers, product owner,

QA) in the following activities:

- Introduction to agility and implementation of the Scrum framework.
- Mentoring and coaching the team.
- Facilitation of workshops: story mapping, product backlog, poker planning, visual management,
- Kanban vs Scrum, Serious Games, etc.
- Facilitation of Scrum rituals (sprint planning, daily meeting, sprint review, retrospective, refinement).
- With the help of the product owner, refocus the team's mission on a product vision and a common goal understood by all team members.
- Implementation of project tracking tools and collaborative workspaces (Jira/Confluence/Teams/Slack...).
- With the Scrum team, construction of performance indicators and transparency on project progress (burndown chart, burnup chart, velocity, etc.).

- Initiation of a continuous improvement process to make the team autonomous (definition of done, definition of ready, Estimation grid, Workflow..).
- Communication with other departments to promote practices and the agile spirit.
- Communication with other Scrum masters to share our experiences and best practices.
- Administration of project management tools JIRA, Confluence, Microsoft Office 365.

From Sept 2015 to Dec 2017 (2 years and 4 months) : Product Owner, TLC Marketing Worldwide (Paris, France)

Context : As part of the development of a collaborative workspace for education professionals, parents, and students. As a Product Owner, working with an agile team (web developers, scrum master, QA, designers)

Activities :

- Collecting and breaking down the Business needs.
- Defining the product vision and epics with the client and the team.
- Direct communication with the client to define features, user journeys and roadmap.
- Construction of story mapping, writing user stories and refining product backlog.
- Participation in the development of the visual identity and construction of mockups with the design team.
- Prioritizing the backlog based on added value and customer feedback.
- Defining sprint goals with the team, estimating user stories, and calculating the team's capacity.
- Facilitating Agile rituals (sprint planning, refinement, daily meeting, sprint review...).
- Developing trust and motivation within the team.
- Monitoring the progress of developments and validating the quality of deliverables.
- Communicating release notes at the end of each sprint.
- Monitoring project tracking tools visible on Jira and Confluence.