

DOUGLAS ITKIN

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PROJECT MANAGER / AGILE SCRUM MASTER

Consistently adds value to companies by delivering successful projects. Effectively collaborates, facilitates, and removes impediments, keeping teams focused in dynamic and evolving environments during mergers, upgrades, and iterative releases.

SKILLS

Certified Agile Scrum Master | Certified Agile Product Owner | Managing International Staff
Facilitating Meetings / Retrospectives | Managing Changes | Tracking Budgets

PROFESSIONAL EXPERIENCE

SCHNEIDER ELECTRIC (formerly APC), West Kingston, RI

Software Team Manager and Scrum Master

2006 – 2017

Managed QA (Quality Assurance) team. Validated functionality and appearance of web applications. Ensured quality was everyone's responsibility.

- Used Agile Scrum for daily-standup meetings and planning, increasing team efficiency, communication, prioritization, and motivation.
- Leveraged worldwide inter-department staff located in France, India, Poland, Mexico, and China for round-the-clock security and productivity.
- Coordinated software releases with business owners, software developers, database administrators, and operations staff, reducing deployment and validation time.
- Transitioned from multiple website applications to centralized content management system (SDL Tridion) for corporate website www.schneider-electric.com, including thousands of webpages for 155 countries in 35 languages.
- Improved team efficiency by continually contributing and organizing central knowledge base using Box.com, Atlassian Confluence, and Mediawiki.
- Ensured successful real-world customer experience by validating website functionality using multiple operating systems, web browsers, mobile devices, and browserstack.com. Kept staff focused and productive, tracked project tasks and bug reports in JIRA, developed test plans in Zephyr for JIRA, and used Selenium and Imacros for automated testing.
- Validated end-to-end customer journeys, confirming dependencies and integrations continued to function in complex applications, including: contact forms, search engines, warranty registrations, collaboration portals, and b2c ecommerce.

BANK OF AMERICA (formerly FleetBoston Financial), Lincoln, RI

Project Manager

1999 – 2005

Project manager for customer support, specializing in online banking. Worked as liaison between developers, product managers, and customer contact staff. Balanced best outcomes for customers, employees, and shareholders.

- Facilitated planning and deployment of 200 Online Banking Customer Support desktops, which combined all legacy Fleet and Bank of America applications and identified critical bugs before full go-live.
- Tracked and resolved issues in merger control room during conversion of 4.1M online banking customers and archiving of 4M emails.
- Saved printing cost and improved response accuracy by digitizing paper reference manuals. Tested and revised designs incorporating employee feedback, then launched to 2,000 Fleet call center associates.
- Implemented online solution for tracking expedited ATM card shipments, setting realistic customer expectations.
- Reduced handle time of email responses by configuring routing rules, developing template responses, and troubleshooting user issues.
- Enhanced customer experience by preparing support staff for changes to online banking, including: website redesigns, mobile access, check images, online statements, and merger integrations.

PREVIOUS EXPERIENCE

Managing Editor

GRAPHO INC. PUBLISHING, Gilford, NH

Business Owner

MONDO COMPUTER CONSULTING, Chatham, MA

Store Manager

BEN FRANKLIN STORE, Chatham, MA

Museum Registrar

MEMORIAL ART GALLERY MUSEUM, Rochester, NY

EDUCATION & PROFESSIONAL DEVELOPMENT

- **Bachelor of Arts (BA), Psychology, Minor in Photography**, University of Rochester, NY
- Certification, Agile Scrum Master, Scrum Inc.
- Certification, Product Owner, Scrum Inc.
- MySQL College Course
- Multiple offsite trainings for QA, SDLC, and DevOps
- Decision Quality Leadership Training
- Presentation Skills with Mandel Communications
- Chinese Language and Culture Survival Course

PROFESSIONAL AFFILIATIONS

- Providence Geeks
- Providence Community Boating
- Summit Neighborhood Community Garden

ADDITIONAL EXPERIENCE

- Presented seminars on internet usage and marketing
- Managed website during Trans-Atlantic Windsurf Race
- Traveled throughout U.S. and Europe