

DOUGLAS ITKIN

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PROJECT MANAGER / AGILE SCRUM MASTER / COACH

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 | International Staff Manager
Meeting Facilitator | Staff Trainer | Tracking Budgets**

PROFESSIONAL EXPERIENCE

Massaro Consulting (formerly Abraic), Lincoln, RI

Scrum Master and Coach

2017 – Present

Facilitated agile transformation as an onsite contractor for a nationwide insurance company client.

- Currently mentoring several agile scrum masters, product owners, analysts, testers and developers working on cloud migration and upgrade of core policy software applications. Coordinating staff mostly colocated in US, along with contractors in Europe and Canada.
- Scrum master for first agile team projects (outside of web development). Coordinated resources from multiple departments to release high profile changes to product lines, including policy lengths and integration with outside vendor data sources.
- Scrum master for team who successfully upgraded corporate website CMS (content management system) software.
- Participating in Scrum of Scrums to share progress, impediments and best practices.
- Using Jira to organize projects and trained staff to manage sprints for Scrum and workflow for Kanban teams.
- Using Confluence to create team sites and organize knowledge base of agile resources and project documentation.
- Facilitated the onsite staff moving to suddenly working entirely remotely. Setup MS Teams chat rooms and secure Zoom meetings for continuous collaboration.
- Encouraged an environment of continuous improvement through retrospectives, identifying and removing impediments and building collaborative teams.

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, demos and planning. Increased 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 updating and organizing centralized knowledge bases in 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 bugs in JIRA, developed test plans in Zephyr for JIRA, and used Selenium and Imacros for automated testing.
- Validated end-to-end customer journeys, confirmed dependencies and integrations continued to function in complex applications, including contact forms, search engines, warranty registrations, partner 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 computers and phone systems, 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.
- Digitized paper reference manuals to save printing costs and improve response accuracy. 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, providing 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 customer support staff for changes to online banking systems, including website redesigns, mobile access, check images, online statements, bill payments 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
- Agile Scrum Master Certification, Scrum Inc.
- Product Owner Certification, 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

- Co-Founder Agile RI
- Providence Geeks
- Climate Action RI
- Summit Community Garden

ADDITIONAL EXPERIENCE

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