

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 during mergers, transitions, upgrades, and iterative releases.

SKILLS

Certified Agile Scrum Master | Certified Agile Product Owner | Certified SAFe Scrum Master
International Staff Manager | Meeting Facilitator | Budget Tracker | Staff Trainer | Jira and Confluence Admin

PROFESSIONAL EXPERIENCE

AGILE CONSULTANT

Itkin LLC, Providence, RI

2020 – present

- Currently consulting at Iantrek Inc., a startup medical device company.

SCRUM MASTER AND COACH

Massaro Consulting, Lincoln, RI

2017 – 2020

Facilitated agile transformation as an onsite and remote contractor for a nation-wide insurance company client.

- Coached agile scrum masters, product owners, analysts, testers and developers working on an upgrade of core policy software applications and cloud migration. Coordinated with staff mainly co-located in US, along with contractors in Europe and Canada.
- Scrum master for the first agile software 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 a team that successfully upgraded corporate website CMS (content management system) software.
- Participated in Scrum of Scrums to share progress, impediments and best practices.
- Customized Jira to organize projects. Trained staff to manage Scrum sprints and Kanban workflows.
- Managed Confluence for creating team sites, knowledge base of agile resources, and project documentation.
- Facilitated the sudden transition of onsite staff to working entirely remotely. Setup secure MS Teams channels and Zoom meetings for ongoing collaboration.
- Created an environment of continuous improvement through retrospectives, identifying and removing impediments, and building collaborative teams.

SOFTWARE TEAM MANAGER AND SCRUM MASTER

Schneider Electric (formerly APC), West Kingston, RI

2006 – 2017

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

- Utilized Agile Scrum framework for daily standup meetings, demos, retrospectives and planning. Increased the team's 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 tracking project tasks and bugs in Jira. Constantly updated and organized centralized knowledge bases in Box.com, Atlassian Confluence, and Mediawiki.
- 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.

PROJECT MANAGER

Bank of America (formerly FleetBoston Financial), Lincoln, RI

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 the 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.
- Agile Product Owner Certification, Scrum Inc.
- SAFe Scrum Master Certification, Scaled Agile, Inc.
- MySQL College Course
- Multiple off-site trainings for QA, SDLC, and DevOps
- Decision Quality Leadership Training
- Presentation Skills, Mandel Communications
- Chinese Language and Culture Survival Course

PROFESSIONAL AFFILIATIONS

- Agile RI, co-founder
- Providence Geeks
- Climate Action Rhode Island
- 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