

Scott Wachtler-Whipple

400 Claremont Ave #1057, Jersey City, NJ 07304 ~ 612-396-5222 ~ scott.wachtler@gmail.com
[linkedin.com/scottwachtler](https://www.linkedin.com/in/scottwachtler) | scott.thewachtlers.com

Agile Delivery Lead / Scrum Master

Certified Scrum Master and CAPM Certified Project Manager with extensive experience ranging from leading development teams to coordinating multi-team implementations. A skilled leader of cross-functional teams, I have worked on efforts from ranging from focused feature deliveries through large multi-organizational migration projects. I have a strong background in designing software and maintaining IT infrastructure to meet strategic business direction and demonstrated the ability to motivate, organize and coach teams both co-located and hybrid environments.

Key Experience

Scrum	Kanban	AWS	JIRA
VersionOne	SDLC	SRE	Project Management

PROFESSIONAL EXPERIENCE

CAPITAL ONE New York City

Agile Delivery Lead

2021 to Present

Managed several teams of software engineers and product managers to deliver business value in the Fraud Detection and Treatment Arena. We build and maintain numerous APIs, to provide analysis and decisioning to new prospects for the Retail Bank.

- Drove new feature implementations to detect potential fraud, including cross-functional efforts across internal teams and external vendors.
- Assisted with driving Product Owners on OKRs/Goal Setting and Road-mapping.
- Trained associates in Agile Practices and Team Engagement.
- Stood up new Agile Teams - including training - and worked to create templates and walkthroughs for use by the rest of the organization to maintain consistency.
- Provided leadership and drove Continuous Improvements through Retrospectives and prioritizing tasks across multiple teams.
- Led collaborative efforts to define best practices for the Development Teams; including implementation frameworks, on-boarding surveys and critical requirement templates.
- Work with leaders and associates on their personal development plans, reviews and goal setting.

CENTRACARE St. Cloud, MN

Project Manager – Information Systems

2017 to 2021

Responsible to lead business, medical and technical resources to scope, design and implement a variety of projects.

- Led the largest project in the organization's history to replace the ERP and HCM core System with the Oracle Cloud Solution with teams across the organization.
- Led a team of Financial, Human Resource and Technical Resources to implement a new Expense Management System and a new Contract Management System in Infor.
- Coordinated and drove executive leadership in a process to evaluate and decide on a new ERP Solution through an extensive RFP Process.
- Drove an Epic Software Solution Implementation to address Therapy Plans for patients.

CAPITAL ONE (Formerly ING Direct) St. Cloud, MN**Scrum Master – Technical Manager**

2014 to 2017

Managed a team of 10 SRE Engineers who delivered business value every sprint. We built and maintained dozens of environments, which include the support of hundreds of APIs, to allow for extensive testing of new features, alongside supporting production implementations.

- Drove the conversion of core systems from our Data Centers into the Amazon Cloud to allow faster delivery and implementation of new features and functionality.
- Obtained AWS Solutions Architect certification and mentored others to obtain their certification goals.
- Drove development independence by creating self-service tools and processes.
- Drove security initiatives including a stronger DMZ redesign for our customer facing website.

CAPITAL ONE (Formerly ING Direct) St. Cloud, MN**Scrum Master - Delivery Team Lead**

2014-2017

Led multiple Infrastructure Project Teams working to deliver enterprise level applications for the customer.

- Led a Delivery Team in implementing a rebranding of the Corporate Site from ING Direct to Capital One 360.
- Managed over 20 concurrent project implementations.
- Presented Infrastructure as Agile at the Annual Scrum Master Summit in front of hundreds of peer Scrum Masters.
- Acted as the Disaster Recovery Test Lead Coordinator on multiple DR Tests providing execution, planning and tracking support to ensure Audit Requirements were met.
- Created the first internal Infrastructure Scrum Master Community of Practice (CoP).
- Established a hand-off process to ensure applications were sufficiently tested prior to implementation.

Team Lead – Application Support

2003-2010

Led a team of five in the support of production applications which included maintenance, upgrades and off-hours support.

- Developed IIS web applications to report on daily bank operations to meet deposit requirements and allow business to measure work through-put.
- Created an integrated web application to allow management to view regulatory information, license status, change requests and open issues for our applications.

Plumtree San Francisco, CA

2000-2003

Profession Services Consultant

Part of the Professional Services Organization responsible for implementation and development of the Plumtree Portal for Customers.

- Implemented Plumtree Software at dozens of customer sites.
- Developed custom user-interfaces and various integration capabilities for clients.
- Provided Training for 20+ classes in development techniques and ASP coding.

EDUCATION AND CERTIFICATIONS**Bachelor of Science, Computer Science; Minor: Math**

University of Minnesota, Duluth

CERTIFICATIONS:

- **Certified Scrum Master**, Scrum Alliance Mar 2016
- **CAPM**, PMI ORG Feb 2021