

RICHARD M. PIECZONKA

CSM, CSPO, CAC

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Seasoned, multi-talented, results-oriented, and proven technology and business solutions leader with 20 years of experience in startup, enterprise and high growth environments devising and implementing innovative revenue-generating and expense-saving solutions leveraging the latest tools and techniques along with crafting impactful and strategic business relationships and partnerships.

Proven ability to communicate complex ideas and concepts through simple value propositions that resonate with key decision makers and consumers. Through direct and indirect management of resources, and strong attention to detail, both top and bottom-line value is provided to the organization and its clients.

- Extensive expertise across multiple industries e-commerce, payments, insurance & banking
- Proven ability to operate in a visionary and strategic manner.
- The perfect mix of both technical and functional business savvy.
- Strong client and partner relationship management and experience expertise.
- Excellent communication and management skills.
- CSM, CAC & CSPO certified with strong project management expertise.
- Experienced and dynamic team leader, continually motivating others towards success and professional growth.
- Effective at creating, leading, and advancing strategic and operational excellence across the organization.

PROFESSIONAL EXPERIENCE

Enterprise Agile Coach State Farm, Tempe, AZ

11/2019 - Present

Leading Agile transformation and OCM efforts for an omni-channel enterprise suite. Responsible for defining the Product management maturation strategy & principles for a 75 person 8 team suite.

- Developed and delivered team and organization training materials and workshops, building knowledge and skills to facilitate the Agile transformation.
- Collaborates on the creation and evolution of the Agile transformation roadmap and owns driving activities across the organization.
- Supports development and monitoring of Agile adoption/maturity metrics to aid in accelerating overall Agile transformation efforts and to gauge the maturity progress of new and existing team
- Advances best practices for scaling and optimizing the agile practice
- Develops training materials and deliver across the organization

- Repositioned silo delivery teams to feature-based teams and enabled teams to think from an Enterprise mindset.
- Developed and delivered product team and organization education materials and workshops, building knowledge and skills to facilitate a product centric transformation.
- Supporting, coaching and leading leadership to foresee upcoming challenges and encouraging preemptive solutions.
- Building and driving collaboration amongst team members and team leaders to better communicate and drive purpose and focus.

Enterprise Agile Coach American Express, Phoenix, AZ

6/2015 - 11/2019

Participated in Enterprise Agile transformation and coordinated Agile adoption for teams across multiple sites in the US and Internationally. Responsible for defining the agile transformation strategy for MYCA a 250 associate organization and EP Salesforce a 350 associate organization. Led a team of agile coaches (onshore/offshore) to execute the strategy by providing coaching and training support to over 30 teams across 4 geographic locations (including India).

- Developed and delivered team and organization training materials and workshops, building knowledge and skills to facilitate the Agile transformation.
- Established and supported communities of practices to promote organizational understanding of Agile roles and to help individuals develop into them.
- Wrote Agile FAQs, articles and success stories which were distributed via newsletter and posted on enterprise confluence site to improve the Agile maturity level.
- Coached teams, Scrum Masters, Business Analysts, Managers and Executives on Agile values and principles to promote continuous improvement in practices and artifacts.
- Championed cultural change and collaborated with other Coaches on plans and techniques for accelerating and advancing the organization's transformation.
- Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency.
- Coached leaders and teams through the transformation and provided the necessary training and references to enable the ideal management and team structures
- Provided reporting at the team and LOB level on team performance against agile measurements
- Created and conducted training courses for Scrum Masters and teams related to agile best practices, understanding and improving team dynamics and team performance
- Mentored and trained Scrum Masters, teams and agile coaches

Scrum Master / Program Manager, Apriva, LLC, Scottsdale AZ

5/2014 - 5/2015

Lead multiple scrum teams (3) each consisting of 7 engineers in all aspects of SDLC. Coordinate teams, ensuring seamless communication and collaboration across multiple concurrent projects. Direct requirements gathering, analysis, and specification development for web based software projects, mobile applications, and payment gateway initiatives.

- Led the creation of the business cases and cost/benefit analysis for PepsiCo Mobile Payment App – vending project. Subsequently obtained funding for the project.
- Partner with subject matter experts and developed schedules, issues, risk, and gap analysis for Dave & Buster’s Charging Station mobile app.
- Work with Product Development & Product Operations teams to facilitate the commercialization of new products and the overall go to market process.
- Lead system design for new payment network interfaces for Blackboard, Heartland Payment systems, Elavon Merchant Services.
- Organized and formed project teams, project schedules, cost estimates and developed a detailed time and cost management plan for implementation.
- Managed change control using established company procedures. Worked closely with the project sponsors and stakeholders to obtain approvals for changes and determine how they were handled.
- Managed weekly team meetings to review progress and report progress to the customers and leadership team.
- Managed each stage of the project as well as each phase of the development life cycle.

Scrum Master Responsibilities

- Instruct, mentor and lead employees on Agile Project Management methodologies, with a focus on the Scrum framework.
- Facilitating daily scrum meetings, sprint planning, sprint review, and sprint retrospective.
- Working with product owner on artifacts such as product backlog, sprint backlog, sprint burndown, release burndown.
- Managing the overall performance and delivery of cross-functional teams.
- Facilitating sprint planning as Scrum Master for multiple scrum teams.
- Keeping the team together through coaching proper agile scrum practices ensure successful sprints.
- Migrating projects from waterfall to scrum was a major responsibility.
- Managed scrum teams and scrum iterations using JIRA

Engineering Manager, Funsational Inc. - Online Division Funsational.com, Spokane Valley, WA 11/2002 - 4/2014

Direct and manage teams of 10-15 developers in multiple complex distributed web-based software initiatives supporting product development and customer support departments. Worked closely with internal customer facing-analysts and project managers to define priorities, analyze time and resource constraints and design and scope solutions. Contribute to meetings with business users, system analysts and enterprise architects and propose both elegant and efficient solutions to business.

- Introduced Agile methodologies into the company's development process; initiated Agile Scrum processes into different groups; facilitated all scrum "ceremonies" - sprint planning, user story creation, code and test review
- Created and presented business plans, strategies and initiatives that allowed employees to understand company direction, mission and purpose.
- Created quality assurance, documentation, and help desk departments that improved internal process and enhanced productivity.

- Analyzed and created departmental budgets based on profit & loss statements, cash flow analysis, and balance sheets.
- Developed and executed software development plans and managed developer schedules, project budgets, and resource allocations.
- Lead team of 10+ developers and system engineers and outsourced resources in full life cycle development of web based applications and ecommerce sites developed using MVC frameworks implemented with PHP and .NET technologies.
- Handle recruitment, training, mentoring and performance management of team members.
- Conducted customer support training seminars and course to educate new employees on best ways to handle difficult customers.
- Successfully implemented development and management of a .NET technology framework that abstracted database and 2nd tier logic from business application logic; significantly increased quality, productivity, and reducing time-to-market of new functionality.
- Successfully implemented the re-architecture and redevelopment of the company's main ecommerce platforms using a Symfony MVC architecture, PHP, MYSQL, and a Doctrine ORM for web development.

Software Engineer, Computer Telephony Solutions, Phoenix, AZ
6/2000 - 11/2002

- Developed a VBscript SalesLogic CRM integration for screen-pops on callerID lookups.
- Responsible for custom development services for CTI software for CTS clients and customers in VB6.0, Java and C++.
- Managed stages of the project as well as implementation and closure phases of the development life cycle.
- Expedited the project delivery by creating a development approach with blended Waterfall and Iterative approaches.
- Developed custom modules for IVR solutions designed for customers using CTS proprietary software.

Sr. Consultant, Integrated Information Systems, Tempe, AZ
1/2000 - 6/2000

Lead 8 person development team in the creation of website for client. Websites were developed using Java, Java beans, Java servlets, IBM Websphere and HTML . Developed process to adhere to SDLC and bring projects in on-time and on budget.

Software Engineer, Xantel Inc, Phoenix, AZ
4/1999 - 1/2000

Software/telecom startup. Developed computer based telephony system, Xantel Connex. An automated phone handling system based on individual user preferences and rules (think Google Voice for the office, 10 years earlier.)

Software Engineer, Computer Guidance Corp, Phoenix, AZ
4/1998 - 3/1999

Designed and developed win32 client/server and web applications. Analyzed the data mapping of a java based client/server application to an IBM AS400 mainframe system. Developed a Project Management System in VB 6.0/7.0 including accounts payable/receivable, and vendor management

Software Engineer, Sandbox.com, Phoenix,AZ
7/1997 - 3/1998

Created online fantasy sports games like full Sportsim Full Contact Fantasy Football, Sportsim Full Court Press Basketball, and Full Count Fantasy baseball for a large online community of sports gaming enthusiasts.

COMPUTER PROGRAMMING SKILLS

MOBILE TECHNOLOGIES	Eclipse, Xcode, IOS 6.0/7.0, Objective C, Cocoa, Android
PROJECT SOFTWARE	MS Project, Clarity, Daptive, Basecamp, Pivotal Tracker, Teamwork, JIRA, Rally, VersionOne
LANGUAGES	PHP 5.2/5.3, C/C#, ASP.NET, .Net 4.5, HTML/HTML5, XML, CSS, Java, JQuery, Javascript
DATABASES	SYBASE, ORACLE, SQL Server, MySQL, DB2
CRM SYSTEMS	SalesForce
CLOUD	Amazon Web Services (AWS)
PROJECT/PROCESS METHODOLOGIES	Waterfall, Iterative, Agile SCRUM, XP, SAFe 4.0

EDUCATION + TRAINING

Bachelor of Science (BS) in Computer Science
Arizona State University, Tempe, AZ, 1997

Amazon Certified Cloud Practitioner
Amazon 2021

Scrum Master Certification
Scrum-Institute.org, 2013

Certified Scrum Master Agile Scrum
Scrum.org / Ken Schwaber, Jeff Sutherland, 2012

Scrum Product Owner
Scrum-Institute.org, 2016

Certified Agile Coach

Scrum-Institute.org, 2019

Certified Agile Trainer

Scrum-Institute.org, 2019

Agile Health Facilitator

AgileHealthRadar.com, 2018

ITIL Service Management Training

Project Management Training, Agile Scrum

Adjunct Computer Science Teacher

GetFueled (k12.com) 2014-2018

Member Phoenix Scrum User Group