Gloria Walden Johnson

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Introduction

A compassionate servant leader and agile enthusiast with 20+ years IT experience leading development teams and implementing business processes and standards through SDLC project lifecycle. Gloria continues to foster the Agile transformation journey by directly influencing executives, leaders, business units, and technology teams on Agile principles, values, and building techniques through structured training and development. She obtains extensive experience in driving growth by partnering with Product Owners to represent strategic business goals, and drive clarity, transparency, and alignment around the product vision. Gloria continually exceeds expectations by developing valuable partnerships and works well with all business levels within organizations.

Skills

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| * Maintaining a Thriving Agile Organization * Coordinating Successful Product Delivery * Effectively Managing Risks & Dependencies * Driving Enterprise-Wide Agile Adoption * Managing Migrations & Implementations * Requirements Gathering & Defining Scope | * Escalating & Resolving Impediments * Developing SaaS Using Agile Practices * Passion for Providing Services to those in Need * Analytical Skills & Innovative Approaches * Organizational & Managerial Expertise * Excellent Verbal & Written Communication |

Certifications & Training

* Certified Scrum Master (CSM, Scrum Alliance Organization)
* Six Sigma Greenbelt (SSGB, Clayton State University, GA, USA)
* Project Manager Professional – pending test (PMP, Project Management Institute)
* Advanced Certified Scrum Master (A-CSM, Scrum Alliance Organization)

Work History

Senior Project Manager – Lend Key Technologies August 2021 – present

MKS Professionals LLC.

Implemented, managed and owned delivery against the discover and defined phases of the product roadmap which includes: establishing applied methodology and approach, tracking and completing all steps in planning process, communicating with key stakeholders and partners, and owning engagement routines across teams, leveraging agile methodologies while implementing PMI best practices and processes; and was primary contact for management and stakeholders on assigned projects; owning status updates, timelines, highlighting risks, and coordinating activities

March 15, 2021 – August 2021

Workday LLC. (Contracted through Collabera)

Lead the creation, implementation and development of the Global Procurement Office Enablement team first Project Management Office (PMO). Established the PMO Standards, Best Practices and Structure to manage Workdays’ Strategies, Inputs, and Projects (SIP) within GPO. Customized and streamlined a PMO Structure, integrating with Workdays’ structure creating a sustainable model.

Scrum Master Short Term Assignment

Golden1 Credit Union (Contracted through Collabera)

Coordinate scrum ceremonies including Sprint Planning, Daily Standups, Sprint Retrospectives, Sprint Reviews/Demos, and Grooming sessions. Use key scrum metrics (burndown, velocity, % delivered vs committed) to help deliver committed work and improve team performance, manage sprint backlog items and tasks, and manage all scrum boards. Partnered with management to redefine roles and responsibilities. Led team to create, revitalize and transition supporting documentation for both readiness and adoption and learning and development.

* Track and communicate team sprint status and health checks using Microsoft Teams for metrics, requirements and documentation. Protect team from outside interference, removing impediments and ensuring that the work is delivered as a team.
* Created and fostered an exciting working environment to bring team cohesiveness, build trust and transparency.

Project Manager & Scrum Master 09/2019 to 12/2020

SBM, LLC

Assisted in leading a $2m business transformation program to replace legacy applications with a newer platform, enhancing business productivity.

Oversaw multiple 20-member distributed teams using hybrid scrum/waterfall model.

Prepared and implemented the project plan: identified and closed requirement gaps; track scope implementation, improved quality in design, code, testing and configuration in sprint iterations; identified and mitigated project risks; tracked and reported project progress to stakeholders.

Led the user experience and worked with marketing when conducting customer market research. Created value-driven requirements gathering techniques, using a combination of SIPOC (Six Sigma) and Day-in-the-Life approaches.

* As Project Manager, led the rebuilding Employment Life Cycle (Recruiting, On-Boarding, and Off-Boarding) processes, Governance plans and built automations in Jobvite and Hiring Applications.
* Led 6 sub teams, 10+ persons, delivered and improving efficiency, Waterfall and Agile processes used in the project.
* Due to short timeframes caused by severe recent deficiencies and pending Hiring App adoption requirements, Agile methods and processes were used to ensure the delivery of software and process updates.

IT Agile Coach 04/2019 to 07/2019

Sacramento Regional Transit District (Contracted through Tek Solutions)

Completed a short-term project coaching and mentoring distributed Agile teams in their Scrum adoption.

A servant leader of more than 25 professionals Teaching Kanban principles as a Scrum Master of CI/Release team.

Partnered with Business and IT leaders to optimize flow of value across the line of business, suing SAFe Agile methodology and cultivating an environment where transparency, efficiency, quality, and innovation were at the forefront.

Successfully developed and instituted an Agile methodology/framework training program and educated the SASD Training Department on best practices and fundamentals to drive business value as well as to retain project vision.

Scrum Master & Senior Business Analyst 10/2018 to 04/2019

California Dental Association (Contracted through Averro Solutions)

Strategically managed the implementation lifecycle from conception for a large endeavor to integrate an Enterprise Content Management Application, while simultaneously upgrading to Guidewire V.10, retiring existing Legacy System.

Led initial evaluation and ongoing reviews of business processes to uncover areas for improvement, developing and implementing impactful solutions to support the needs of internal customers.

Worked closely with business partners across business units to align technology solutions with business strategies, while participating in short- and long-term planning sessions with clients to improve business outcomes.

Collaborated with clients to ensure all data mapping and business requirements were accurately defined and documented, as well as participated in architecture and design discussions for new modules and service offerings.

* Served as a Project Steering Committee Member and Product Owner throughout solution delivery to ensure customer satisfaction, providing status updates, escalating issues, and managing Business and IT leadership expectations.
* Effectively managed clients' needs regarding projects and request, working with Business and IT leadership to prioritize immediate business tasks, while recommending options, in addition to identifying risks and costs vs. Benefits.
* Monitored testing processes and aligned stakeholders on discrepancies and expectations, as well as investigated, resolved, and escalated problems, including analyzing metrics to ensure promised business value and satisfaction.

Scrum Master, Project Manager &Systems Implementer 12/2006 to 07/2018

CGI, Inc.

Effectively led a new client implementation project for a collection application for Government agencies for the State of South Dakota, Queensland, Kentucky, Iowa, and Missouri, enabling end users to consolidate and collect debt.

Worked closely with Project/Product Managers, Scrum Masters, and the business to define project scope, including creating custom client designs, and authored high-level, detailed business requirements and traceability documentation.

* Aligned with the Product Owner to manage standard integration and ensure integrity of the end-to-end solutions, identifying and raising risks, issues, assumptions, and dependencies to support solution delivery.
* Monitored projects through a centralized Kanban Board for all project members, applying Agile methodology, and leveraged knowledge of JIRA, Clear Quest, and Remedy for defect management.
* Provided guidance to IT corporate teams and Senior Leadership throughout the implementation process, setting cadence and synchronization to improve effectiveness of progress towards the iteration goals in daily stand-up meetings.
* Helped manage risks and dependencies across the organization and the broader enterprise, continuously seeking opportunities to improve operational processes to drive consistency of delivery, improve satisfaction, and reduce costs.

Education

**University of Phoenix** – **Bachelor of Science** in Management, Phoenix, AZ, USA – 2009

Additional Consulting Projects via CGI, Inc.

**Scrum Master & Consultant** – AT&T via CGI, Inc.

**Project Manager & Consultant** – Dell Financial Services via CGI, Inc.

**Business Systems Analyst & Consultant** – AT&T via CGI, Inc

Previous Work History

**Technical Business Analyst** – Matrix Resources, Atlanta, GA – 2005 to 2006

**Project Manager** – MCI, Atlanta, GA – 2004 to 2005

**Financial Business Analyst** – Cbeyond, Atlanta, GA – 2003 to 2004

Technologies and Methodologies

* Ticketing Systems (JIRA / Remedy / Clear Quest / Quality Center/Managed Engine)
* System Enhancements / Project Management / Defect Management
* Agile / Waterfall / Scrum / Kanban
* Technical Requirements / Test Plan Development / Data Analysis
* Data Flow Diagrams / Data Mapping
* Office 365 / MS Project / MS Office Suite
* Lucid Charts / Smart Sheets / Google Docs
* Atlassian (Confluence/JIRA)
* Slack / Zoom / WebEx
* Microsoft Teams
* Project Management Tools (Asana, Monday, Smartsheet, MS Project)

Memberships & Activities

Member – PMI, Sacramento Chapter

Member of Scrum Alliance Organization

Member of St. Paul Baptist Church

Founder of Women with Unique Visions (Atlanta, Ga)

Outdoor Enthusiast and cardio advocate