SHELLY MILLET

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ABOUT ME

Baltimore Maryland native with a Business Information Systems BS from Stevenson University, currently pursuing my ICF Professional Coach credentials. My career goal is to work with modern cloud interfaces, containerization, and automation tools with a mature DevOps team.

I have spent the last 6.5 years in digital technology as Scrum Master, Business Analyst, Agile Transformation and Continuous Improvement Lead roles. I enjoy guiding teams and individuals on value generation journeys based on early and continuous product delivery. Some of my core attributes are: Coachable, Creative, Growth Mindset, Organized, Solution Surfacer, Relationship and Rapport Builder, Resilient, Survivor, Systems Thinker. I am a connector.

EXPERTISE

Agile, Waterfall, Scrum, Kanban, Backlog Prioritization, Requirements Elicitation, Estimating, Planning and Forecasting, Software Development Life Cycle (SDLC), Relational Database Design and Development, Web Design and Development, Analytics, Metrics, Continuous Process Improvement, Capability Maturity Model Integration (CMMI), Knowledge and Information Management, Enterprise Program and Project Management, Quality Management, Risk Management, Change Management, Resource & Staffing Management, Customer Relationship Management (CRM), Enterprise Resource Management (ERP), System Applications and Products (SAP), Heavy Trucking Logistics and Transportation

TECH TOOLS

Jira, Confluence, SharePoint, Azure DevOps Services, Advanced Excel (Power Pivot & Power Query), Advanced MS Access, , Advanced Project, Primavera P6, Power Point, Tableau, Power Platform, Power BI, Crystal Reports, SpecsIntact, SharePoint, VS Code, Jupyter, XML, HTML, CSS, Dreamweaver, InDesign, XD, TSQL, PLSQL, Python, JavaScript, PostgreSQL, Git & GitHub, Figma, Visio, Bizagi, Work Flow and Business Process Model and Notation (BPMN), Wireframing, Use Cases, Technical Writing, Selenium IDE, Simple Test Cases

EDUCATION

BS Information Systems Stevenson University

CERTIFICATIONS | CLASSES | AFFILIATIONS

ICF Associate Certified Coach (ACC) Mar. 2023
ICAgile Agile Coaching ICP-ACC Certification Jan. 2023
Agile Alliance North America Coach Camp
Yellow Belt ASQ
Certified Scrum Product Owner® (CSPO®)
Certified ScrumMaster® (CSM®)
Certified Agile Leadership for Orgs (CAL-O)

Certified Agile Leadership Essentials (CAL-E)
Certified Agile Leadership for Teams (CAL-T)
Certified CMMI® Associate
Edward Tufte Presenting Data and Information
Nucamp Coding Camp
Women In Trucking (WIT) Mentor
Milewalk Leadership Cohort

RECENT WORK HISTORY

Amtrak — Washington, DC — JAN 2022 - Present

I support Finance Continuous Improvement (CI) with a focus on coaching individuals and interactions to drive value delivered digital technology projects for Amtrak. My daily activities surface improvement efforts by building a culture of inquiry and leveraging transformation and continuous improvement tools. My priorities are:

• Building a community of practice between Continuous Improvement practitioners, Finance, and Digital Technology.
• Deliver a living repository of CI sprint and project management standard work.
• Build partnerships across the Amtrak organization that contribute to defining organizational CI strategy.

- Support for Grants & Funds Management, Capital Lifecycle Improvement, and Organizational Change Management (OCM).
- Cloud-based enterprise portfolio and program management (EPPM) capital construction infrastructure software solution implementation team member. Leading the Primavera P6 schedule consolidation to Masterworks integration .
- Business focused requirements and user story writing and review. Leverage Jira to facilitate cross functional communication between the business, product owner, and development team. Ensuring understanding, agreement, and backlog prioritization that aligns with the release plan.
- Performs independent data wrangling and storytelling. Evaluates the effectiveness of existing business processes and solutions. Defines scope and builds planning and delivery schedules.

FEDERAL GOV. CONTRACTS   AUG 2016 – JAN 2021

Impyrian   Fulton, MD   JAN 2021 – JAN 2022

The Federal Energy Regulatory Commission (FERC) contracted Impyrian to lead their 5-year Agile Transformation plan for their 1300 personnel Federal Agency. I was the lead Agile Business Analyst and liaison for the Chief Information Office (CIO) Enterprise Program and Project Management Scope of Work (SOW). I was accountable for delivering an Enterprise PMO Capital Planning and Investment Control tool (CPIC), Enterprise Risk Management Solution, Redesign of Project and IT investments performance and status reporting, developing a Quality Management Program, and recommending performance measures and metrics.

My accomplishments on this program included: nurturing team morale and capturing best practices for our contract management. I championed Scrum and used productivity measures to show how we were growing as a team. I coached the team to build deeper more trusting relationships. Some of my other tasks and value delivered:

- Change agent for Agile behavior and mindset shifting. Coaching a simple, calm, organized, and focused way to get work done with more value.
- Promoting Office 365 Services, like setting up TEAMS, Channels, Wikis, and SharePoint landing pages. Utilizing TEAMS channels to share status with snapshots of performance results using info bots. Increase morale and promote team building by staying engaged using TEAMS as a collaborative tool for work and relationship building.
- Contributing to enterprise work intake funnel discussions and standardizing common data.
- Responsible for reviewing business processes from end-to-end to identify and address operational, financial, and technological risks and to identify opportunities to eliminate waste and improve efficiency, focusing on quality improvement and ensuring data is reliable and valid.
- Solutioning to aggregate strategic information, such as financials and project data. Guiding teams through discussions about tools and systems to align with current strategies.
- Enterprise Power BI Dashboards for insight into project status, issues, risks, costs, activities, and resources. Supporting and championing the improved use of information and data-driven decision making.

CollabraLink Technologies, Inc.   Reston, VA   AUG 2019 - JAN 2021

Stood up the Program Management Office (PMO) for the shared services delivery team that is revamping the systems that manage the Centers for Medicare & Medicaid Services (CMS) Children's Health Insurance Program (CHIP). As the PMO Analyst I was given the opportunity to step up as Quality Manager leading the implementation for CMMI V2.0 Level 3 maturity, building repeatable Program Level frameworks for the Office of Process Excellence (OPE) and the Engineering Process Group (EPG). Some of my other tasks and value delivered:

- Equipped teams with knowledge by building an elastic search Confluence repository, build trust by removing obstacles, simplified work and added value with work products like a master employee database that managed onboarding, user system access, actual hours reporting, vendor resources, training, and personal identity verification compliance (PIV).
- Simplified a weekly time recording export for resource and budget management and planning. Set up a cadence to audit the time keeping system records with Human Resources and Vendor Resource tables.

- Key Point of Contact (POC) for escalations between the Program the CMS badging office. Advocate for the personnel going through the mandatory Personal Identification Verification (PIV) application process. Put in place a knowledge sharing SharePoint page to guide applicants through the cumbersome task. Created tracking and follow up procedure to ensure compliance.
- Took the under-utilized SharePoint site and migrated the older folder structured repository to a flat library and utilized metadata and category grouping to bring more value to the tool. Leveraged custom views and assigned categories based on a Card Sort Survey.
- Integrated a Peer Review Library and process into Jira work items to satisfy CMMI compliance and to align with the Quality Management Plan.
- Mentored the Office Administrator by sharing knowledge, training, and coaching. Assigning ownership to some PMO administrative tasks, such as maintaining the Master Employee List, Org Chart, and email distribution lists.

General Dynamics IT   Woodlawn, MD   AUG 2016 - MAR 2019

The Center for Medicare and Medicaid Services' (CMS) Prescription Drug Processing System was implemented to receive Prescription Drug Event (PDE) data and consists of two main components: the Drug Data Processing System (DDPS) component performs detailed validation, reports processing outcomes and stores prescription drug events (PDE) records.

This role was my re-entry into modern digital technology and solutions after working in Operations, Construction and Design Project Management for 10+ years. I was recruited and hired as the Program Analyst and later moved into a Scrum Master role for the Business Information (BI) development team delivering sustainable BI solutions through the construction of MicroStrategy reports and dashboards. I was part of the development team that migrated the PDE transaction process from mainframe to Amazon Web Service (AWS), it was the prototype feature for the waterfall-to agile-transition. Some of my other tasks and value delivered:

- Project forecasting, actual verses estimate analysis, trend analysis, burn rates, and estimate at completion (EAC).
- Quarterly rough order magnitude (ROM) estimate analysis, post release analysis reporting. Project Management status reporting of releases, budget, and resource planning.
- Prepare and facilitate the weekly Project Status, Gate Reviews, and Kick offs presentations. Status and deliver MS Project Integrated Master Schedule (IMS).
- Change and Risk management, lessons learned tracking and resolution, action item reporting and reconciliation. Defect Tracking. Work Intake Mailbox Point of Contact (POC). Quality assurance audits, reporting and driving recommendations, corrective action plans, and root cause analysis.
- Guided teams through story writing, refining, prioritization and estimating product backlog.
- Ceremony facilitator, Jira administrator. Release migration planning.
- Managed scope and expectations. Resolved ambiguities between the product owners and the customer.
- Continuously learned, leveraged happiness, and nurtured often, did things together and celebrated successes.

EARLIER CAREER HIGHLIGHTS

Verizon Wireless was my first office job. I moved from Mail Room Clerk to Customer Service Assistant to Area Reporting Analyst. Trailblazing call center reporting with Bell Atlantic Mobile as they became Verizon Wireless, at the start of the Mobile Data Revolution, was my catalyst for data literacy and citizen development passion.

- Managed the call center reporting for 5 (qty) outsourced call centers in the Mid-Atlantic region, compiled call center metrics, impacts on call volume, resource capacity planning and forecasting. Gathered insight and summarized trends and call volume metrics to leadership. Discovered multiple outliers that resulted in logic updates for call routing.
- Diverted +100k dollars in equipment (headsets) loss by proactively measuring the current inventory and implementing a process to manage assets. Discovered the need for an initiative to gather and address corrections for returned bills, recovering a high volume of overdue invoices, and improving team spirit by tracking accomplishments.

- Initiated and championed multiple employee engagement teams celebrating successes and promoting innovation. Net Objects and Crystal Reports development for company intranet reporting landing page that included a dynamic reporting request form.

Lift Off Distribution is the Delmarva Red Bull distributer where I was first the receptionist and then sales coordinator. Building a proprietary CRM for Red Bull reps delivering wings was my Citizen Developer prototype that launched their enterprise resource planning system.
- Development and design of sales CRM born out of incoming calls that fundamentally and organically transformed the business that would later be integrated into handheld devices and include billing and inventory. Exponentially increasing morale, sales, and engagement.
- Uncovered, identified, and solved fleet management obstacles and red bull cooler maintenance scheduling. Ideated a milestone calendar and communications campaign for monthly sales recap and recognition celebrations.

Random House is Carroll County's largest employer, a division of Bertelsmann Press, where I started as a Customer Service Representative and was promoted to Inventory and Logistics Coordinator.
- Fulfilling Author book orders for book signing events, owned the sales orders through their entire life cycle from order to warehouse to bookstores. SAP key user for work orders and logistics modules. Analyzed, reconciled, and moved inventory variances writing material master table queries using SQL, collaborating with the warehouse and logistics teams.
- Captured requirements from the publishing supply chain for the Global ISBN 13 Change Implementation. Workstream lead on the International Standard Book Number (ISBN) migration from 10 to 13-digit code. Initiative began on 1 January 2005 and concluded on 1 January 2007. Customer relationship manager for the new ISBN bar code relocation work order fulfillment initiative. Collaborated with customers to write work orders for cover design of new ISBN label locations.

Corman Construction was the prime contractor on the $41M MD 30 Hampstead Bypass Design Build Project. I was the Field Office Administrator and Project Manager's right hand. Audited and submitted payroll, approved, and processed invoices. Tracked, labor and equipment hours, safety statistics, productivity, and material quantities. I identified discrepancies with equipment rental billing and implemented equipment rental inventory control process and monitored equipment on and off rent with project schedules, time keeping, and physical inventory counts.

Whitman Requardt & Associates is an Engineering Design Firm where I was the Executive Assistant to the Mechanical Engineering VP for 6 years. I worked on compartmentalized projects for the United States Government. Managed teams to complete projects and meet deliverable deadlines. MS Project scheduler for the firm and administrator of 35 task orders.

Knorr Brake Co. is the leading manufacturer of braking systems for the Passenger Transit Rail Industry in North America. I was recruited by KBC first as an Engineering Support Specialist and later in my career as a Sales Business Analyst (MAR 2019 to AUG 2019)to re-engineer the sales reporting process for the aftermarket rail sales team. The team covered the US, Canada, and Mexico with a sales forecast of $93M for 2020. We marketed services such as maintenance, overhaul and repair of brake systems and on-board systems of rail vehicles. The sales reporting was craving a standardized pipeline of reports for the sales reps to gather insight and make decisions from accurate and controlled groupings of the customers assigned to them. I accomplished bringing integrity to the sales numbers. Some of my other tasks and value delivered:
- Requirements gathering for discovery and documenting the current reporting process and data sources.
- Facilitated discussions to identify financial reporting dependencies, redundancies, and inefficiencies.

- Strategic Action Planning, forecasting, performance, and variance analysis. Executive Dashboarding. Built team Confluence site to document reporting process and instructions.
- Mentored and coached the intern staff. Planned offsite team building. Managed sales marketing merchandise inventory.

MORE WORK HISTORY

- Co-Owner of a working show truck family business.
- Passion Project building a mobile app for dog sport results & reporting.
- Foaling attendant for Sagamore Thoroughbred Racing, MD Thoroughbred breeding operations.
- Tennant farmer and performance sport horse operations manager.
- Professional over the road commercial tractor trailer driver.