RHONDA B. REECE, MBA, MS

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SCRUM MASTER – ENTERPRISE/BUSINESS ARCHITECT – SQA MANAGER

Focused, resourceful, and results-driven technology professional with exemplary qualifications and experience to manage and support software quality assurance (SQA), enterprise architect, product management, and Scrum Master functions. Self-motivated and eager to contribute diverse talents toward collaborating with growth-oriented companies to deliver technology improvements and achieve targeted business and technology goals. Excellent interpersonal skills used to establish productive relationships with internal and external customers, peers, and all levels of management. Thought leader and visionary, who guides and motivates organizations to meet their short and long- term goals to ensure business growth in revenue and product innovation.

BUSINESS COMPETENCIES

▪ Enterprise Architecture/Strategy	▪ SW Quality Assurance / Testing	▪ Technical Product Management
▪ Budget/Financial Administration	▪ Visionary / Customer Relations	▪ SDLC/ Strong Communication
▪ Project Management/Facilitation	▪ Business and Technical Acumen	▪ Negotiation/Consensus Building
▪ Training/Mentoring/Leadership	▪ Cross-Functional Collaborations	▪ Analytical and Critical Thinking
▪ Business Development	▪ Results Oriented/ Decision Maker	▪ Problem Solver/Team Player

PROFESSIONAL EXPERIENCE

Principal Business Architect/Scrum Master, ASSA ABLOY Entrance Systems LDA, Carrollton, TX   2018 – Present

Develop and maintain business capabilities that align with the company's vision, strategic goals, and plans. Support business development by analyzing business objectives of stakeholders and develop solutions to solve their business issues. Develop logical data models and mocks and define processes of business both "To Be" and "As Is." Identify, evaluate, and document business requirements with product owners. Examine the entire industry, including data, business goals, processes, and organizational objectives and aide key stakeholders from various cross-functional areas in developing their strategic goals based on the voice of the customer (VoC) and the organization's vision. Determine key gaps with sales information, its presentation, and calling out the proper customer expectations. Continue to foster the Agile Scrum principles and its practices across the organization.

- Serve as the Scrum Master for the Driver Kiosk and Industrial IoT (IIoT) projects to ensure the team follows the Agile Scrum Principles. Facilitate all Sprint planning, review, and retrospective meetings. Mentor Product Owners in the user story creation process, product backlog planning and prioritization and the organization in the Agile Scrum practices and benefits.

- Data models and mock designs helped to deliver the Driver Kiosk project on time with the performance of the software exceeding expectations. Leading the Agile Scrum efforts for this project helped to drive the completion of the project within the identified timeframe.

- Key player on the Industrial IoT strategic team, using previous software and business knowledge to help guide the team in an organized way to meet their short-term proof of concept goals. Motivating the organization to use the Tuckman theory of group development to form, storm, norm, and perform to move the company forward on its IoT journey. Thought leader, helping the company push the boundaries of its IoT implementation to enact change in the logistics industry.

- Transform software development efforts by designing mock software designs, providing implementation details, and using the principles of enterprise architecture to help speed up the delivery process, based on organizational needs and VoC.

- Propelled the existing and future product development forward by championing the product value to the organization, existing and potential customers, and industry leaders. Using VoC as the driving force to ensure we are aligning our products with the needs of the industry.

- Foster communication between the project management operations team, software development team, customers, and organization leaders by using tools and generating artifacts to bring all ideas together. Combining thoughts has

allowed the organization to move forward with a unified vision that will help the organization innovate and create for future growth.

- Actively learning more about the logistics industry and new technologies that are available to catapult the organization forward to be a leader in providing software solutions that will modernize and automate the industry.
- Liaison between the technical, business, leadership teams, and other ASSA ABLOY business areas to provide a high-level overview of the VoC processes, IIoT product offerings, and how they align with the overall values, KPI's, and success factors of ASSA ABLOY as a whole.

Lead Software QA Engineer & Scrum Master, *4Front Entrematic* Carrollton, TX   2017 – 2018

Transformed software development practices by defining SQA processes and igniting the Agile Scrum software methodology in the organization. Mobilized the software team, developers and project managers, to work cohesively to build requirements that are customer focused that align with the industry and add business value to the company and its customers.

- Driving force to establishing consistent SQA engineering processes in the software development team by creating SQA standards and procedures that are repeatable and measurable across all projects in the organization. Introduced and implemented these standards within my first 90 days on the job.
- Optimized the SQA engineering practices by researching and enforcing tools that would align with the software development practices and minimize the software QA testing cycle. The tools align with testing automation which makes it easier to implement when the team is ready.
- In Q4 2017, Pioneered the Agile Scrum framework in the department by leveraging my previous software development best practices and continuously promoted the core Scrum values: focus, courage, openness, respect, and commitment. Before joining the team, the Agile processes were disjointed, confusing, and not aligned with the industry standard.
- Galvanized the department into the Agile Scrum practices, as the only certified Scrum Master, by leading meetings to provide information about the Agile Scrum process and how to use it in the organization. Mentored those new to the methodology and assisted other project teams in adopting the framework.
- Promoted best practices into the software development tools like Jira, by streamlining and optimizing: planning, tracking, reporting, and workflows, which align with the Agile Scrum principles.
- Functioned as the Scrum Master for the Driver Kiosk project to ensure the team followed the Agile Scrum Principles and facilitated all Sprint planning, review, and retrospective meetings. Mentored Product Owners in the user story creation process, product backlog planning, and prioritization.
- Identified opportunities to provide additional support/assistance to the organization by sharing my expertise in software and business best practices with other teams to assist them in finding ways to be more efficient.
- Involved in VoC discussions to capture requirements for the product backlog for existing and future projects.

Principal Software Engineer / Test Lead & Scrum Master, *Vanderbilt UMC*, Nashville, TN   2007 – 2017

Fully accountable for applying leadership, communication and problem-solving abilities, and excellent technical skills to provide strategic direction and guidance for the testing team across projects. Directly responsible for mentoring, guiding, and managing project assignments for nine software engineers, evaluating performance, facilitating teamwork and communication, and ensuring responsibilities and project deliverables are met on time.

- Collaborated with leadership and IT team members to develop/implement plans for the operational infrastructure of technology systems, processes, and personnel designed to accommodate business and technology goals.
- Functioned as Scrum Master for the PeriOP team during the implementation of the full EPIC Medical Software Suite. Develop testing architectures and processes that align with Scrum Agile practices for software development.
- Recommended a software tool that reduced software maintenance cost by $190K and yearly maintenance fees by $40K. Reduced testing cycles by 80% which enabled products to be released more quickly to customers.

- Served as subject matter expert and point-of-contact as needed on an escalated project and technical issues due to experience and a willingness to devote the time necessary to investigate and determine effective solutions.

- Continually developed and used new QA and testing skills, knowledge, and methods. Implemented cross-browser testing for web applications with the Webdriver API that dynamically creates HTML for the management team.

- Identified opportunities to provide additional support/assistance to the organization including initiating and hosting monthly knowledge shares meetings between Quality Assurance professionals in the Vanderbilt organization.

- Proactively determined ROI of tools, hardware, and software utilized by the QA team, recommend high-level processes/metrics, clear roadblocks and facilitate demand management, and track and manage the fiscal budget.

- Assessed, defined, and implemented Continuous Integration and Delivery in the software test automation process to assist in the delivery of software products to customers with minimum failures and improved performance.

- Devised a mobile testing strategy that aligned cloud technology and DevOps developed the first monitoring process for applications and created a process to foster communication between technical and business teams.

QA Analyst / Programmer Analyst, *Caterpillar Financial Services Corporation*, Nashville, TN   2000 – 2007
Maintained full responsibility for leveraging communication skills and leadership abilities while overseeing and supporting diverse QA, programming, analysis, and application generalist activities. Accountable for implementing information and knowledge management processes across IT and developing and implementing new workflows by using Malcolm Baldrige principles to provide feedback on realigning resources to suit the organization better.

- Strategically aligned critical key success factors between divisions, departments, and groups to corporate goals. Provided consultation and facilitated best practices, goals, missions, and visions with nonprofit organizations.

- Accountable for analyzing system requirements and developing a detailed test plan for system testing using QTP and conducting functional, system, and regression testing during various phases of development using QTP.

- Prepared regression reports for customers and presented them at project meetings as well as provided weekly status updates showing the progress of testing automation efforts and open issues that need to be addressed/resolved.

- Analyzed IT gap assessment to develop strategies and critical tasks to support a new ERP system. Served as lead developer accountable for implementing QA Architecture for Oracle Lease Management Testing ERP system.

- Directly responsible for recommending and implementing MS NetMeeting across 100% of the organization's domestic and international offices to ensure consistent and reliable video conferencing across the organization.

- Documented development, software installs, test case creation, and test procedures. Developed automation test plans and cases from manual test cases and tracked, reviewed, analyzed, and compared bugs using Test Director.

- Recognized for increasing IT effectiveness by 30%, decreasing testing cycles by 50% which improved software release time, and saving over $250K by recommending an in-house software solution instead of purchasing.

- Earned Malcolm Baldrige award in 2003 while serving as the youngest Malcolm Baldrige preparation committee member. Utilized the principles to ensure IT aligned to the mission, strategy, and values of the company.

EDUCATION

Master of Science in Software Engineering, *Lipscomb University – College of Computing*, Nashville, TN (2014)
Master of Business Administration in Technology Management, *University of Phoenix*, Phoenix, AZ (2006)
Bachelor of Science in Computer Science & Political Science (Double), *Fisk University*, Nashville, TN (2002)

Certifications / Training:
- TOGAF® 9 Certified, Certified Scrum Master (CSM), and Certified Six Sigma Green Belt
- ICAgile Certified Professional - Foundations of DevOps
- Executive Leadership Program Graduate, Vanderbilt University – Owen School of Management
- ASSA ABLOY Entrance Systems L.E.A.D. Program Graduate
- ASSA ABLOY Voice of the Customer Training and Google Test Automation Conference

Leadership / Recognition:

- Anita Borg Institute Pass-It-On Awards Program Committee Member (2017 – 2019)
- Alpha Kappa Alpha Sorority, Inc. – Leadership Fellows Mentor (2015 – 2016 & 2018 – 2019)
- Vanderbilt University Medical Center Ambassador Program (2015 – 2017)
- Vantage Pointe Owners' Association Board Member (2011 – 2012 / 2015 – 2017)
- Pearls of Promise Foundation, Inc. – Board Member and Financial Officer (2012 – 2014)
- Tennessee Center for Performance Excellence Examiner – Team Lead (2005 – 2008 / 2012)
- Alpha Kappa Alpha Sorority, Inc. – South Eastern Region Technology Officer (2008 – 2014)
- Athena Young Professional Leaders Nominee (2012) and NASA Scholar Award (1999 – 2002)

Technology / Methodologies / Skills:

- Software Methodologies: Agile, SCRUM, Waterfall, DevOps, Continuous Integration and Delivery
- Life Cycles / Processes: Enterprise Architecture, SDLC, PMLC, STLC, 6 Sigma, Malcolm Baldrige Criteria
- Testing: Mobile, Functional, Services, Security, Database, Unit, Acceptance Test, Smoke, Integration, API
- Languages: Go, Ruby, VB, VBScript, Java, JavaScript, SQL, PHP, HTML5, C++, C, C#, NodeJS, Swift
- Applications: AngularJS, Microsoft and Adobe Apps, SOAP / Restful Services, GWT Amplitude Analytics
- OS / Databases: TFS, Postgres, SQL Server, UNIX, Linux, Windows, Mac, Oracle, WebLogic, JBOSS
- Agile / Development Tools: Eclipse, Visual Studio, Sublime Text, Fitnese, Jira, Confluence, Mingle, Visual Source Safe, Tortoise SVN, IntelliJ, Android Studio, Xcode, Bamboo, Gradle and Jenkins
- Testing Tools: Android Studio Espresso, Xcode XCTestCase, Selenium Webdriver API, Watir, QTP, Quality Center, LoadRunner, JUnit, AutoIt, MTM, Coded UI, Postman for testing API and Restful Services