

Bersabeh Teklehaimanot

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Professional Summary	I'm an IT professional with a solid track record of blending technical expertise with strong business sense. I'm passionate about solving problems and finding practical solutions that help drive business success. I pride myself on being detail-oriented while keeping the bigger picture in mind, ensuring that projects always align with the company's goals. I really enjoy building strong relationships with customers and colleagues alike, and I believe in the power of collaboration and teamwork. With a positive attitude and a constant drive to learn, I aim to create a productive and encouraging work environment where everyone can thrive.
Citizenship	United States
Skills & Competencies	Project & Product Management <ul style="list-style-type: none">• Strategic Planning & Execution: I focus on setting clear project goals, aligning resources effectively, and ensuring everything gets delivered on time and within budget.• Backlog Grooming & Sprint Planning: I manage product backlogs, lead grooming sessions, and organize sprint planning to keep projects moving forward smoothly and efficiently.• Requirements Gathering & User Story Writing: I work closely with stakeholders to gather detailed requirements and craft user stories that provide clear guidance for the development team.• Risk Management & Problem Resolution: I'm proactive about identifying potential risks and finding solutions early on to avoid roadblocks and ensure smooth project progress.• Go-Live Activities & Post-Launch Support: I oversee go-live activities and stay involved after launch, providing ongoing support to help refine and improve the product as it evolves. Agile Methodologies & Leadership <ul style="list-style-type: none">• Agile Coaching & Leadership: I guide teams through Agile transformations, using frameworks like Scrum, Kanban, and SAFe 5.0 to help them work more efficiently and adapt to changing needs.• Remote & Distributed Team Management: I have experience managing remote teams, ensuring that everyone stays connected and collaborates effectively, while maintaining high levels of productivity.

- **Cross-functional Collaboration & Team Building:** I thrive in working across different departments to build strong, cohesive teams that can deliver results that meet or exceed expectations.
- **Mentorship & Training:** I enjoy mentoring and providing training on Agile practices to help teams improve their performance and continue developing their skills.
- **Conflict Resolution & Stakeholder Alignment:** I'm skilled at resolving conflicts within teams and ensuring that stakeholders' expectations are aligned with project goals, keeping everyone on the same page.

Tools & Technologies

- **JIRA & Confluence:** I'm very familiar with using JIRA for issue tracking and Confluence for documentation and team collaboration, making it easier to stay organized and keep projects moving forward.
- **Digital AI (Version 1):** I've worked with Digital AI tools to streamline project management and testing, ensuring everything stays on track and meets quality standards.
- **Regression, UI & Functional Testing:** I'm experienced in performing various types of testing, regression, UI, and functional testing to make sure the product is solid before and after launch.
- **Test Plans, Cases, & Process Documentation:** I create detailed test plans and cases, along with process documentation, to ensure consistency and maintain high standards of quality throughout the project.
- **Defect Tracking & Resolution:** I have a strong focus on tracking defects, documenting them, and working through solutions efficiently, so that any issues are resolved quickly without delaying timelines.

Experience

October 2022 – May 2024

LEAD SCRUM MASTER |, Dicks Sporting Goods – Pittsburgh, PA

- Led agile teams through backlog refinement, sprint planning, and retrospectives, improving workflow efficiency and sprint predictability by 75%.
- Mentored Scrum Masters and engineering teams in agile best practices, resulting in more effective cross-team collaboration and faster issue resolution.
- Partnered with Product Owners to refine user stories and ensure alignment with business objectives, significantly improving product delivery timelines.
- Coached teams on agile estimation techniques, fostering a culture of continuous improvement and accountability.

- Provided coaching on user story point estimation and writing, fostering continuous improvement.
- Rebuilt scrum processes, resulting in efficient workflows and predictability.
- Mentored other Scrum Masters, enhancing project execution and team dynamics.
- Trained and coached teams on Agile methodologies, managing a team of 6+ people
- Facilitated backlog refinement sessions, enhancing team efficiency and project delivery
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September 2019 – October 2022

AGILE SCRUM MASTER | Highmark Health – Pittsburgh, PA

- Facilitated backlog refinement sessions, enhancing team efficiency and project delivery
- Diligently work with business stakeholders, Product Owners, and System Architects to implement digital solutions using Agile Methodology.
- Responsible for leading digital marketing scrum teams that handle multiple projects to deliver the highest quality of work.
- Track and remove internal and external impediments for scrum teams which resulted in 35% increase in productivity.
- Responsible for two scrum teams, Facilitate, plan and lead Go-live activities for project Launches.
- Guided the team through Agile and Scrum process, from Sprint planning to daily Stand-ups, Sprint Reviews, and Retrospectives. Focused on fostering collaboration and continuously supporting team members in embracing Agile principles for greater efficiency and growth.
- Developed and executed functional test plans and test cases as well as tracking defects.
- Assisting teams to identify, communicate and resolve or escalate impediments and issues.
- Cleared roadblocks by connecting the right people to the right tasks, ensuring the team had the support they needed to keep moving forward.
- Accountable for understanding business and customer requirements, translating those into effective project plan and implementing appropriate technical solution, and escalation of risks, and issues throughout the project

lifecycle. Kept projects on track by actively managing timelines and making thoughtful adjustments to ensure we stayed aligned with team goals.

- Managed a minimum of 3 large projects each year while maintaining, schedule and scope requirements.

August 2016 – August 2019

FINANCIAL SYSTEMS ANALYST | Highmark Health Insurance – Pittsburgh, PA

- Implemented small, medium and large system changes in lead or support role for multiple Health Business partnerships.
- Accountable for leading scrum team that handles effort less than 500 hours to deliver highest priority business value through: creating strategies and plan ahead, identify and manage dependencies to minimize impediments, providing guidance on task load balancing based on available team and individual capacity and required skill or knowledge.
- Helped improve production support operations by implementing Agile Methodology which increased performance and issue resolution by 85% and client satisfaction.
- Assisting teams to identify, communicate and resolve or escalate impediments and issues.
- Responsible for scheduling and facilitate Scrum Meetings Daily Scrum Standup meeting, Sprint planning and grooming sessions and Sprint Reviews to enable teams to plan and complete tasks based on highest priority and teams' available capacity.
- Accountable for understanding business and customer requirements, translating those into effective project plan and implementing appropriate technical solution, and escalation of risks, and issues throughout the project lifecycle.
- Analyzed company initiatives and large sized projects for internal/external customers for system releases.
- This included determining business needs, requirement documentation, functional testing, and defect resolution.
- Translates business needs into clearly defined and documented detailed, high quality requirements, functional designs, and system supplemental specifications for new applications or analyzes change requests/enhancements in existing applications.
- Coordinated testing and issue resolution, successfully implemented changes for Financial, Data Warehouse and Health Care Procedure Code areas.

- Performed detailed test cases design and executed tests.

March 2015 – August 2016

BUSINESS ANALYST | PNC Bank, NA – Pittsburgh, PA

- Coordinated testing and issue resolution, successfully implemented changes for Financial, Data Warehouse and Health Care Procedure Code areas.
- Performed detailed test cases design and executed tests.
- Collects business requirements and participated in review of process and procedures, workflow analytics and reporting.
- Performed Impact Analysis and held meetings with requestors to determine impact of change.
- Assist in obtaining and identifying business requirement needs, to carry-out and improve applicable business process with 100% satisfaction rate.
- Supports translating business needs, processes and/or procurers by partnering with subject matter experts and business stakeholders to determine and articulate needs.
- Played a vital role in support analysis and distribution of Job Knowledge Transfer

September 2011 – March 2015

OPERATION ANALYST | PNC Bank, NA – Pittsburgh, PA

- Coordinated testing and issue resolution, successfully implemented changes for Financial, Data Warehouse and Health Care Procedure Code areas.
- Performed detailed test cases design and executed tests.
- Maintain Corporate and Commercial business accounts including opening, closing and general updates by following service level agreement.
- Supports translating business needs, processes and/or procurers by partnering with subject matter experts and business stakeholders to determine and articulate needs.
- Played a vital role in support analysis and distribution of Job Knowledge Transfer. Process approximately 1000 accounts monthly, daily monitor and report 25 accounts for State Of Ohio funding desk balances.
- Assist Sales Associate in correct processing, ability to manage multiple assignments while handling which assignment is priority.

- Performed month end report, excellent communication skills both verbal and written, self-motivated and prioritization skills, strong interpersonal skills.
- Received department recognition for services that successfully provided to other departments and from Sales Associates.

August 2008 – September 2011

DISBURSEMENT SUPPORT | BANK OF NEW YORK MELLON – Pittsburgh, PA

- Coordinated testing and issue resolution, successfully implemented changes for Financial, Data Warehouse and Health Care Procedure Code areas.
- Performed detailed test cases design and executed tests.
- Received department recognition helping other departments, and from Sales Associates for best customer service.
- Examine over 2000 checks daily and monitoring of accounts for fraudulent, and end of day account balancing.
- Act as single point of contact for Reverse Positive Pay client's account research and analysis, as well as responsible for account maintenance.
- Resolve customer issues and excel within high volume setting with highest quality control.
- Developed and updated training/reference guide for departmental use.
- Served as mentor and trainer for new employees.

February 2005 – AUGUST 2008

CHECK SERVICE CLERK | BANK OF NEW YORK MELLON – Pittsburgh, PA

- Coordinated testing and issue resolution, successfully implemented changes for Financial, Data Warehouse and Health Care Procedure Code areas.
- Performed detailed test cases design and executed tests.
- Detected fraud on corporate accounts by examining physical checks as it came in for presentment.
- Review minimum 4,000 checks daily, assist customers with questions and check returns in a timely manner.
- Strong analytical and problem solving skills, systematic and highly detail oriented.
- Served as team lead and acting supervisor when management are not available.

	<ul style="list-style-type: none"> • Responsible for extensive research and resolved variation in check processing fraud detection. • Exceeded goals through effective task prioritization and recognized for great work ethic.
<p>Education</p>	<p>POINT PARK UNIVERSITY – PITTSBURGH, PA – MBA Global Environment of Business with concentration in Information systems</p> <p>Carlow University – PITTSBURGH, PA – BS Business Management Minor in Human Resource Management</p>
<p>Certifications & Training</p>	<ul style="list-style-type: none"> • Certified SAFe 5 Product Owner/Product Manager <i>Scaled Agile</i> – Issued February 2022 Certification in Agile product ownership and management within the SAFe framework. • Certified SAFe 5 Agile Product Management (APM) <i>Scaled Agile</i> – Issued November 2021 Expertise in Agile product management principles, including product strategy, planning, and execution. • Certified SAFe 5 Scrum Master (SSM) <i>Scaled Agile</i> – Issued October 2021 Trained in facilitating Agile teams, managing Scrum processes, and driving continuous improvement. • Certified Human-Centered Design Practitioner <i>LUMA Institute</i> – Issued June 2021 Specialized in human-centered design methodologies for problem-solving and product innovation. • Certified Scrum Master (CSM) <i>Scrum Alliance</i> – Issued May 2018 Comprehensive training in Scrum practices to manage Agile teams and projects effectively.