Karen Favazza Spencer, C.S.M.
67 Langsford Street ◆ Gloucester, MA 01930
Karen@AgileKindergarten.com ◆ 978.283.4606
http://www.linkedin.com/in/karenfspencer

◆ SUMMARY STATEMENT

"Care-full" listening and "Power-full" questioning are the skills I use to develop highly productive collaborative teams. I employ Agile and Lean practices to guide teams in continuous improvement, and train them in productivity enhancing techniques. Highly self-motivated and possessing a track record of strategic innovations, I thrive in roles where business problem resolution is dependent on analysis, quality control discipline and relationship building.

- Advise management on project risk mitigation and organizational obstacle removal.
- Build consensus and maintain project momentum with a strong end-user focus.
- Communicate complexity clearly for both technical and nontechnical audiences.
- Develop critical decision-making skills that enhance business vision.

Publication: "A to XP: The Agile ABC Book." November 2012.

◆ WORK EXPERIENCE

Agile Kindergarten - based in MA, serving the US   **2012-current**

Agile Coach, Consultant (2012 – current)

- Contract, Sr. Agile Business Analyst at Oxford Global Resources, April 2013 - Oct 2013.
- Contract, Internal Coach through Agilex for DHW in Boise ID, April 2012 - Nov 2012.
  - ✦ Business Intelligence (BI) liaison for Customer Relationship Management (CRM) project.
  - ✦ Facilitate stakeholder and Team meetings, product and project management.
  - ✦ Author User Stories with actionable Acceptance Criteria in feature level Story Maps.
  - ✦ Pull testing forward with Acceptance-Test Drive Development (A-TDD) coaching.
  - ✦ Build team skill set to quickly resolve complicated issues, collaboratively.
  - ✦ Deliver "Shock Therapy" program in Scrum Master role.
  - ✦ Coach Scrum roles, Agile techniques, Lean Thinking and Cultural Transformation.
  - ✦ Deliver Agile and Lean workshops for 40+ participants.

Strategic Analyst & Project Manager (2009 – current)

- Project manage special projects as Sr. BA, PM and Scrum Master for colocated teams.
- Worked with city and community to identify and rank User Stories for city IT initiative.
- Collaborate on municipal-community economic development initiatives.
  - ✦ Drove project, with IT Manager, designing an intuitive architecture emphasizing self-service options, some of which interface with back-end city applications.
  - ✦ Built Backlogs and delivered integrated WordPress and electronic solutions to Boston non-profits at New England Give Camp 2010 & 2011 in Scrum Master role.
  - ✦ Chaired non-profit fundraising utilizing traditional and social media venues.
  - ✦ Commissioner on the Gloucester Cable TV Advisory Commission.

PTC - Needham, MA   **2010-2011**

Agile Coach / Project Manager (2010 – 2011)

- Scrum Master coaching new team in Scrum roles and techniques.
- Project Leader / Agile Coach / Scrum Master for globally distributed team with a global product localized in eight languages.
    - ✦ Delivered high profile, high quality Releases satisfying business and users.
    - ✦ Increased productivity with improved processes, output and quality.
    - ✦ Developed and executed data gathering and analysis activities for distributed teams based on Six Sigma, Lean and Scrum collaboration tools.
    - ✦ Facilitated Roadmap, Release, Sprint Planning, Scrum and Retrospective meetings.
    - ✦ Pulled Testing forward, changing defect management approach.
    - ✦ Trained Product Owners in Agile, Lean and Six Sigma practices.

Electric Insurance Company - Beverly, MA   **1999-2008**

Business Analyst, Regulatory (2006 – 2008)

- Defined internal solutions and evaluated vendor solutions based on enterprise criteria using Agile methodologies, i.e. Lean and Six Sigma.
- Authored Business Requirement Specifications including problem definition, activity diagrams, use cases, business rules, functional and non-functional requirements, decision tables, business process maps and communication plans.
    - ✦ Eliminated $100k annual Information Technology (IT) resource cost for net annual savings of $50k by identifying and implementing outsource option for state reporting - reducing regulatory risk and simplifying business process.
    - ✦ Brought enterprise into compliance with U.S. Treasury Office of Foreign Asset Control law regarding financial transactions. Multi-phased, inter-departmental & multiple systems.
    - ✦ Designed employee training for Formal Inspection Process with goal of reducing software defects by 80%, a Kaizen initiative.

Web Manager (Application Analyst & Project Leader) (2002 – 2006)

- Managed software development life cycle from Requirements Elicitation through User Acceptance Testing for three web based applications using an iterative approach.
- Documented web-based application system functions and processes for IT group, as well as, authored FAQ and other communications for internal and external customers.
    - ✦ Quadrupled use of Knowledge Base, improving quality while reducing call time.
    - ✦ Managed customized user interface project for Knowledge Base, inception to implementation, with overseas resources, increasing versatility of tool.
    - ✦ Refined website for our commercial customer, General Electric (GE), increasing functionality and quality of site, and value of company relationship with GE.
    - ✦ Built positive working relationships across the breadth and depth of 500 employee enterprise, from VPs to contact center representatives and from attorneys to engineers, for projects involving Contact Centers, Underwriting, Regulatory, etc. resulting in increased employee satisfaction and usage of self-help tools.

◆ ADDITIONAL RELEVANT EXPERIENCE

- Published "Snapshot: A Team's First Steps into Shared Ownership" on Agile Connection, 2013.

- Published "Capturing Complex Conversations" case study to Agile Leadership Network, 2011.

- Served as Beta Test Site for agency marketing software, working directly with lead engineer to identify business requirements, as well as, find software defects.

- Designed and managed successful marketing strategy that grew start-up agency from two employees to 32 employees in one year.

- Managed 20 employees in call center, data entry and mailroom.

- Received Certificate of Special Congressional Recognition as a director of the Gloucester 375th Anniversary Committee.

- Authored Project Plan submitted to Brown University identified as a template prototype.

- Quality Engineer for several high priority projects for customer, General Electric Corporate.

◆ EDUCATION, CERTIFICATES & RELEVANT TRAINING

CCA (Certified Collaboration Architect) from Innovation Games®

Coaching Training (Coaching Agile Teams & Coaching Stance) from Agile Coaching Institute

CSM (Certified Scrum Master) from Agile University

CSTP (Certified Software Testing Professional) from International Institute for Software Testing

M.A. in Individual and Organizational Learning from Lesley College, Cambridge MA

B.S. in Education and Psychology from University of Maine, Orono, ME

Business Analyst coursework from Boston University Corporate Education Center and IIBA

Project Management courses in Change Acceleration Process, Six Sigma and Lean methods

◆ TECHNICAL SKILLS

Rally Software, ScrumWorks, Atlassian JIRA Agile, MS Office (Word, Excel, PowerPoint), Apple iWorks (Pages, Numbers, Keynote), Borland Caliber RM, HP Mercury Quality Center, MS Visio, Omnigraffle, Photoshop, Dreamweaver, FrontPage, Interdev, HTML, ASP, CSS, BPM, CMS, Business Objects, Visual Source Safe, Site Server, UML.

◆ PROFESSIONAL ASSOCIATIONS

Agile Boston - Promoting Agile software development practices
Agile New England - User Group promoting Lean, Agile, XP, etc. Agile Games A-Team
Scrum Alliance - Professionals using Scrum techniques for complex projects
Agile Leadership Network - Leadership best practices
Kappa Omicron Nu Honor Society.