

JEFFREY D. WILSON

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SUMMARY OF PROFESSIONAL EXPERIENCE

- Lead Agile/DevOps transformation of underperforming teams using leadership, creation and delivery of training business and development processes to repeatedly deliver high quality, quick to market products.
- Architected repeatable processes and quality through establishment of continuous improvement (CI) environments and all supporting tools (IDE, CM, build, and defect tracking and peer reviews) for project teams.
- Negotiated extensively with client and end-users to develop and prioritize business requirements/user stories.
- Provided extensive team member training through mentoring and training, course creation and delivery for technical, tool and process topics.
- Provided technical direction, task assignment, and career development for as many as 11 direct reports.
- Developed and tested real-and non-real time software in all phases of the software lifecycle development process.

CERTIFICATIONS: SAFe Program Consultant (SPC) 5/2019; SAFe RTE (9/2020); Certified Scrum Professional (Scrum Alliance) 1/2018; Certified Scrum Master 5/2012 (Scrum Alliance); SAFe Agilist, 2/2014; CMMI 1.2, 2/2009;

PROFESSIONAL BACKGROUND

6/11/2018- Present

Principal Systems Engineer, Manager/Business and Program Management – RTX

- RTE/Contributing Team member for a 9-team ART (LACE) developing transformation products and solutions.
- Coached existing programs in Agile/SAFe methods including team behaviors, backlog creation refinement, agile ceremonies, and roles/responsibilities.
- Contributing member of both Scrum Master and RTE Communities of Practice.
- Scrum Master and contributing member of DevOps Transformation Team – transforming programs/teams across the business unit to Agile/DevOps including: Coaching of scrum masters/product owners, evangelizing program leadership on
- Co-taught SAFe certification courses to prepare team members for Agile/SAFe transformation.
- Participated in corporate Agile initiative to develop guidance and methods on transforming teams from waterfall to Agile/Scaled Agile models.
- Scrum Master/Coach for numerous product teams to lead by example on improving teams from forming to norming phases.
- Created and delivered internal SAFe, Agile and DevOps training courses delivered to multiple teams and business units.

05/2013-6/8/2018

Scrum Master/Scrum Coach – Global Payments/Heartland Payment Systems

- Lead transformation of multiple waterfall teams to Agile principles enabling frequent deliveries of working software.
- Facilitated Scrum ceremonies - stand-ups, release and iteration planning, backlog refinement, reviews, and retrospectives.
- Worked extensively with business teams to define requirements/acceptance criteria in user stories and features.
- Used development background to continuously assess team performance to identify and make process improvements.
- Coached team members and fellow scrum masters on SAFe, scrum, and technical best practices.
- Provided extensive coaching/training of our Scrum principles and team practices to team members.

03/2008 – 05/2013

Senior (Lead) Systems Engineer - L-3 Communications

- Hands-on management of development teams providing technical direction, architecture decisions, and software design.
- Hands-on management of Software Systems Engineering team that defined and prioritized product requirements, use cases, features, and user stories.
- Scrum Master (SM) and Product Owner (PO) for teams delivering incremental mission training releases.
- Developed schedules, managed budgets and workloads, and prioritized development efforts to support each product release including sprint and release planning activities.
- Wrote and delivered performance reviews, career development, and coordinated timecard/vacation time for all direct reports.

- Defined, architected and managed Agile DevOps with XP and Scrum processes. This includes chairing all design reviews, code reviews, defining deliverable content, and defining tool configurations to support our processes and deliverables.
- Defined and lead implementation of automated continuous integration processes dramatically improving the quality of our deliveries by reducing defects improving coding quality. Our processes and tools became a standard for all software projects in NASA's Engineering Branch and lead to the award of additional projects.
- Participated in and chaired all design reviews and code reviews used to establish consistency across the project and identify design flaws, code improvements, and reuse opportunities across our suite of vehicle simulations.
- Created and delivered training to all project team members describing tools and processes.

01/2008 – 03/2008

Consultant – Northrop Grumman for Terrestar Networks

- Defined product scope by analyzing/identifying overall product requirements for developing a new terrestrial/satellite telecommunications network.
- Identified requirements/capability gaps between existing products and desired product configuration.
- Defined deliverables and directed project teams to develop content required to move the project toward product test and integration.

12/2001 – 1/2008

Senior Programmer/Analyst - Southwest Airlines

- Developed business requirements across multiple products through extensive partnering with business customers.
- Extensive mentoring across project teams in the areas of use cases, software development processes, documentation strategies, and tools to achieve consistency across project teams.
- Designed, developed and tested front/back-end applications using various technology stacks and products.

EDUCATION

Space Sciences, Master of Science, University of Houston-Clear Lake
Aerospace Engineering, Bachelor of Science, Texas A&M University

PERSONAL

Adjunct Faculty

- 1/2017 – Present: East Texas A&M University; Course List: Solar System, Stars and the Universe, Life in the Universe
- 1/1996 – 3/2007, 2016-present: Collin College, Richland College
 Course List: Planetary Astronomy, Stellar Astronomy, and Elementary Astronomy