JULIA HAUGE

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OBJECTIVE

Agile Project Manager with a proven track record of ten years in Agile methodologies (Scrum, Kanban, SAFe, Extreme Programing (XP)), training and coaching, I have a passion in fostering high-performing teams and promoting the Agile mindset to drive project success. With leadership, communication, and collaboration as my core strengths, I've led and coached teams through Agile transformations, ensuring adherence to processes from project intake through hyper care.

Emergenetics: SOCIAL (48%) STRUCTURAL (39%) ANALYTICAL (9%) CONCEPTUAL (5%)
GALLUP STRENGTHS: IDEATION • COMMUNICATION • STRATEGIC • ARRANGER • RELATOR

KEY ACCOMPLISHMENTS

- **Leadership in Agile Transformation:** Spearheaded Agile transformations across multiple organizations, including Triage Staffing, Kiewit, and First National Bank of Omaha, resulting in increased Continuous Integration and Deployment (CI/CD).

- **Scrum Master Team Development:** Established and managed Scrum Master team, developed training content and facilitated sessions on Agile foundations, practical application of Agile practices, scaling Agile, and facilitating change, contributing to the growth and development of Agile practitioners.

- **Project Delivery Excellence:** Led diverse cross functional development teams skilled in Python, Elixir, LiveView, SAP, ER Studio, React, APIs, and Webhooks, to successful project delivery using Agile methodologies. Ensured alignment with business requirements, resource allocation, and project cost management, resulting in on-time and within-budget project completion.

- **Training Documentation and Coaching Excellence:** Provided training and coaching on Agile principles (Scrum, Kanban, SAFe, Extreme Programing (XP), Test-Driven Development (TDD)), driving understanding and adoption of Agile methodologies across organizations. Mentored interns and new team members, promoting self-organizing teams, fostering a culture of continuous learning and improvement.

- **Impactful Collaboration and Communication:** Facilitated collaboration in orchestrating Agile ceremonies, processes, and celebrations using various tools such as Jira, Azure DevOps, and Miro, fostering transparency, accountability, and teamwork.

EXPERIENCE

OCTOBER 2021 – FEBRUARY 2024
LEAD SCRUM MASTER/AGILE COACH, TRIAGE STAFFING
PROJECTS AND ACCOMPLISHMENTS

- Support Business Intelligence team, **Python** Development team, and 3 **Elixir/LiveView** Development teams to deliver on project commitments using Agile methodologies from project intake through hyper care.
  - Creation and maintenance of reports across the organization using **Power BI** and **Looker**.

- Development of a rate management application using **Python/Heroku**, to support a core system replacement by implementing APIs to take terms from a job requisition, facility contract and placement negotiations and feeds the data to a payroll application, to ensure accurate pay to Health Care professionals and billing to facilities.
  - Development of Self-Service tools using **Elixir/LiveView** for Health Care professionals working with staffing agencies, including a digital wallet to store their references, resumes, skills checklists, certifications, and credentialing documents.
  - Development of health care staffing agency functionality using **Elixir/LiveView**, to ensure Health Care professionals meet the credential requirements to be eligible to work a contract assignment.
  - Development of **webhooks** and **APIs** using **JQL** to integrate the Health Care professional wallet and Health Care staffing agency application with the Enterprise MDM tool.
- Established Team of Teams (ART)
  - Facilitate, track, visualize sprint, quarterly performance and Enterprise project progress with completion trends using **Azure DevOps, Jira, Miro, Power BI, Excel,** and **Power Point**.

MARCH 2019 – OCTOBER 2021
PROJECT MANAGER SCRUM MASTER, KIEWIT
PROJECTS AND ACCOMPLISHMENTS
- Lead **SAP** Payroll team, Data Architecture team (**ER Studio, Saphyre**) and **React** Development team to deliver on project commitments using Agile methodologies from project intake through hyper care.
  - Custom development of a construction project estimation and Stockholder application in **React**.
  - **SAP** updates and enhancements across multiple districts including mobile timecard, annual employee benefits enrollment and implementation of compliance requirements.
  - Creation of an Enterprise data model using **ER Studio/Saphyre** and setting up governances to ensure data integrity.
- Lead Intern teams (2020 & 2021), training Agile roles, values, principles, processes, and coaching to enable a self-organizing team using Scrum framework.
  - Development of a proof of concept of an application, using **React**, used to improve the quality of welding work by synchronizing the machines on a construction job site to obtain coordinates and data of welding integrity.
  - Development of a construction equipment inventory application to improve efficiency in managing inventory, providing images, description, quantity on all job sites where being used and drill down capable map pinpointing the job sites being used on.
- Track & visualize team sprint and release/quarterly performance using **Azure DevOps** and **OnePlan**.
- Facilitate risk discussions and mitigation plans using **OnePlan**.
- Drive team project milestones and deadlines through accountability, work alignment and visualization of progress and risks using **Azure DevOps**, **Excel, Word,** and **Power Point**.

APRIL 2017 – MARCH 2019
SR. SCRUM MASTER, FIRST NATIONAL BANK OF OMAHA
PROJECTS AND ACCOMPLISHMENTS
- Lead 3 teams providing development of custom applications, integrations, vendor application installations, upgrades, retirement, and overall software lifecycle needs for over 200 tools needed to support internal financial processes.

- o People Soft, Sales Force, Workday, SharePoint, Confluence, Jira, Mortgage processing systems, File transfer application for internal and external use, Message brokers, Visa/Mastercard charge dispute and Customer complaint system.
- Completed security protocol upgrade of all applications to TLS 1.2, some requiring full upgrades to a cloud version or a "lift and shift" of the non-TLS 1.2 versions behind a firewall with limited access due to retention requirements.
- Track & visualize team performance using information radiators tailored to the audience and purpose.
- Maintain team board and artifacts using **Version One**.
- Implemented core system replacement of an internal and external facing file transfer system.

JANUARY 2015 – FEBRUARY 2017

AGILE DELIVERY MANAGER, BLUE CROSS BLUE SHIELD OF NE

PROJECTS AND ACCOMPLISHMENTS

- Implement Scrum framework and coach the Federal Employee Plan Leadership team through Agile transformation within the Claims division.
- Projects focused on processing claims as efficiently as possible through automation and process improvements.
- Track & visualize team performance (velocity tracking, burndown charts, etc.) using **Tableau**.
- Facilitate, track, and ensure resolution of incoming inquiries to the team using shared **Outlook** folders, **OneNote** and **Azure DevOps**.

NOVEMBER 2013 – JANUARY 2015

CLAIMS TRAINING & DEVELOPMENT SPECIALIST, BLUE CROSS BLUE SHIELD OF NE

PROJECTS AND ACCOMPLISHMENTS

- Brought Agile principles to the training department with breaking out training classes in iterations and setting up stakeholder group & customer (trainees) feedback loops.
- Facilitate Stakeholder expectation and requirements gathering sessions for their team's training needs.
- Provide coaching to trainees and team leads for a smooth onboarding experience post training.
- Conduct & monitor effectiveness of training programs using tracking of trainee performance, including claim processing speed, quality scores, test/quiz scores and attendance.
- Design, develop & maintain learning curriculum, reference material documentation to auditing processes and training manuals.
- Partner with internal areas to conduct needs analysis & deliver training proposals.
- Serve as subject matter expert, assisting internal areas with the resolution of unique claim situations.

EDUCATION

BUSINESS ANALYSIS & MANAGEMENT, BELLEVUE UNIVERSITY (JUNE 2017)

CERTIFICATIONS

LEADING SAFE 5.0, SCALED AGILE (FEBRUARY 2023)
CERTIFIED AGILE LEADERSHIP I, SCRUM ALLIANCE (AUGUST 2019)
CERTIFIED AGILE PROFESSIONAL AGILE COACHING, IC AGILE (AUGUST 2019)

CERTIFIED SCRUM MASTER, SCRUM ALLIANCE (JUNE 2018)

SKILLS

Agile and Project Management
- Scrum, Kanban, SAFe/Scaled Agile, Agile in Technology and Business
- Resource Allocation, Team Formation, Cost Management, Risk Management, ADKAR

Technical
- Jira, Azure DevOps, One Plan, TFS, Version One, Freshdesk, Service Now
- Power BI, Visio, Microsoft Suite, Smartsheet, Miro, Mural, Notion