

JULIA HAUGE

Omaha NE, 68164 • 402-612-5698 • jehauge@gmail.com
www.linkedin.com/in/julia-hauge | <https://equanimityatwork.com/julia-hauge/>

PROFESSIONAL SUMMARY

My ten-year journey in applying Agile methodologies has been about more than just managing projects; it's been about turning groundbreaking ideas into impactful technological solutions. With a keen focus on fostering high-performing teams and instilling an Agile mindset, I've led transformative projects and team formations from the ground up. My core strengths in leadership, communication, and collaboration have been instrumental in guiding teams through Agile transformations, achieving project excellence from initiation to delivery.

Emergenetics: **SOCIAL (48%)** **STRUCTURAL (39%)** **ANALYTICAL (9%)** **CONCEPTUAL (5%)**

GALLUP STRENGTHS: IDEATION • COMMUNICATION • STRATEGIC • ARRANGER • RELATOR

KEY ACCOMPLISHMENTS

- **Agile Leadership and Transformation:** Successfully led Agile transformations at Triage Staffing, Kiewit, and First National Bank of Omaha, enhancing Continuous Integration (CI), Deployment (CD), and Improvement processes. Established and coached Scrum Master teams, fostering Agile values, principles, and practices across organizations.
- **Scrum Master and Agile Coaching:** Established and managed Scrum Master team while guiding multiple engineering teams to deliver project milestones and ensuring alignment with business goals.
- **Project Delivery Excellence:** Led diverse Technology teams skilled in .Net, SAP, data integration and DevOps to successful project delivery using Agile methodologies. Ensured alignment of business requirements, resource allocation, and project cost management.
- **Agile Training and Mentorship:** Developed and delivered comprehensive training on Agile practices (Scrum, Kanban, SAFe, etc.), driving understanding and adoption of Agile methodologies. Mentored new team members and interns, promoting self-organizing teams while fostering a culture of continuous learning and improvement.
- **Collaborative Success:** Strengthened collaboration across teams, enhancing project transparency, accountability and teamwork. Leveraged various tools for facilitation, including Jira, Azure DevOps, and Miro.

EDUCATION & CERTIFICATIONS

BACHELOR OF SCIENCE IN BUSINESS ANALYSIS & MANAGEMENT, BELLEVUE UNIVERSITY (JUNE 2016)
CERTIFIED SCRUM MASTER, SCRUM ALLIANCE (JUNE 2018)
CERTIFIED AGILE LEADERSHIP I, SCRUM ALLIANCE (AUGUST 2019)
CERTIFIED AGILE PROFESSIONAL AGILE COACHING, IC AGILE (AUGUST 2019)
LEADING SAFE 5.0, SCALED AGILE (FEBRUARY 2023)

EXPERIENCE

SCRUM MASTER/AGILE COACH | TRIAGE STAFFING | OCTOBER 2021 – FEBRUARY 2024

- Established and managed Scrum Master team, nurturing a culture of Agile excellence, training, guiding and mentoring cross-functional teams in Agile methodologies and continuous delivery practices.
- Served as a Scrum Master, facilitating ceremonies, protecting the team from interruptions, and ensuring the alignment of project deliverables with business objectives.
- Collaborated closely with Product Owners and Stakeholders to bridge communication gaps and create a shared understanding of roles and project goals.
- Led projects spanning a diverse tech stack, including Python, Elixir/LiveView, PowerBI/Looker, Snowflake, JQL, AWS and integration with vendor products that included CRM tool HubSpot, ATS tool Bullhorn, time and cost management tool UKG, employee management tool Quantum Workplace and contract management tool IntelAgree.
- Fostered a collaborative environment by implementing and facilitating Team of Teams, Agile Release Train events (ART), and multiple Communities of Practices (CoP).
- Enabled transparency and risk management by communicating performance metrics and project progress with completion trends using Azure DevOps, Jira, Miro, Power BI, Excel, and Power Point.

PROJECT MANAGER SCRUM MASTER | KIEWIT | MARCH 2019 – OCTOBER 2021

- Led software development teams, fostering team spirit and encouraging positive dynamics to improve project outcomes.
- Led projects spanning a diverse tech stack, including SAP, ER Studio, Saphyre, React.
- Implemented Scrum practices, coached teams, and supported Product Owners in release planning and backlog management.
- Drove Agile adoption across teams, enhancing transparency and communication.
- Managed team sprint and release/quarterly performance using Azure DevOps and OnePlan.
- Managed project health, including resource allocation, completion progress, milestones, cost management (budget) risks and mitigation plans using OnePlan.
- Led Intern teams (2020 & 2021), training Agile roles, values, principles, processes, and coaching to enable a self-organizing team using Scrum framework.

SR. SCRUM MASTER | FIRST NATIONAL BANK OF OMAHA | APRIL 2017 – MARCH 2019

- Coached multiple teams in Agile and Scrum principles, improving team performance and deliverable quality.
- Fostered a continuous learning environment, adapting to change and promoting team improvement.
- Led projects spanning a diverse tech stack, including People Soft, Sales Force, Workday, SharePoint, Confluence, Jira, Mortgage application, File transfer application for internal and external use, Message brokers, Visa/Mastercard charge dispute and Customer complaint application, React, Java.
- Implemented Scrum practices, coached teams, and supported Product Owners in release planning and backlog management.
- Drove Agile adoption across teams, enhancing transparency and reporting on progress to stakeholders using Version One, Jira and ServiceNow.

AGILE DELIVERY MANAGER | BLUE CROSS BLUE SHIELD OF NE | JANUARY 2015 – FEBRUARY 2017

- Implemented 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.

CLAIMS TRAINING & DEVELOPMENT SPECIALIST | BLUE CROSS BLUE SHIELD OF NE | NOVEMBER 2013 – JANUARY 2015

- 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.

SKILLS

Agile Project Management Excellence:

- Mastery in Agile methodologies and the Software Development Life Cycle (SDLC).
- Expertise in Scrum, Kanban, and scaling with SAFe, including Scrum-of-Scrum practices.
- Proficient in driving projects to on-time delivery through data-driven decision-making.
- Skilled in negotiating and influencing to align team efforts with organizational objectives.
- Exceptional verbal and written communication abilities.

Team Leadership and Strategy:

- Experienced in forming cohesive teams and fostering a culture of collaboration and innovation.
- Competent in risk management and the application of ADKAR change management principles.

Technical Proficiency:

- Advanced knowledge of project management tools (Jira, Azure DevOps, TFS, Version One, One Plan, Microsoft Project).
- Proficient with analytics and collaboration tools (Power BI, Visio, Microsoft Suite, Smartsheet, Miro, Mural, Notion).

REFERENCES

Available upon request