RAZI ANSARI

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Summary

Highly motivated and results-oriented Scrum Master with 12 years of experience in Agile methodologies, dedicated to driving successful product delivery, and fostering continuous improvement. Proven ability to facilitate cross-functional collaboration, remove impediments, and guide teams toward achieving business objectives. Expertise in Scrum, Kanban, and Lean principles, with a strong focus on optimizing team performance and enhancing product value. Passionate about empowering individuals, nurturing high-performing teams, and ensuring alignment with customer needs and business goals. Committed to fostering a culture of collaboration, innovation, and agility.

CORE COMPETENECIES

- Agile methodologies include Scrum, Kanban, and SAFe
- **Scrum Team Facilitation**: Leading daily stand-ups, sprint planning, reviews, and retrospectives
- Coaching and mentoring: Guiding Scrum teams and supporting continuous Agile maturity
- **Impediment Removal**: Proactively identifying and resolving blockers to maintain team flow

- **Agile Tools**: Jira, Confluence, Azure DevOps
- Lean-Agile and Continuous Improvement: Driving team retrospectives and process enhancements
- Stakeholder engagement: Ensuring alignment between team output and business goals
- Effective communication: promoting transparency and collaboration across the team

PROFESSIONAL EXPERIENCE

Scrum Master | 711 - Alexander, VA | 07/2020 - Current

Provide support to the Scrum team, guide the team on what to self-organize to create the most efficiency within the team, and coach the team to higher levels of Scrum maturity at a pace that is sustainable and comfortable for the team and organization.
Removes impediments or guides the team to remove impediments by finding the right personnel to assist.
Facilitates discussion, decision-making, and conflict resolution, and advocates for others to solve problems.
Organize and facilitate project planning, daily stand-up meetings, reviews, retrospectives, sprint planning, demos, and other Scrum-related meetings.
• Tracks and communicates team velocity and sprint release progress.
• Assists with internal and external communication, improves transparency, and disseminates information and metrics. Supports and educates the Product Owner, with an emphasis on grooming and maintaining the product backlog on Azure DevOps.

Key Achievements
Delivered the data enhancement project and a shared services team for the client.
• Identified and implemented Scrum for the project team, and Kanban for the shared services. Achieved an improvement in team productivity by 50% within six months of agile adoption.
• Maintained the team velocity at a constant level for the rest of the iterations.

Scrum Master | Marriott - Washington, DC | 10/2017 - 04/2025

Exercise effective servant leadership that maximizes team empowerment, self-organization, and self-directed management. Agile Scrum, LEAN principles, and SAFe expertise; coaching the team and the Product Owner on correct and consistent best practices.
• Run and facilitate key Scrum meetings and ceremonies, including daily stand-ups, sprint and release planning, review/demos, and retrospectives.

Support the Product Owner, educate, and advise on proven tactics that enable effective management of the backlog.
- Relationships management: forging and maintaining communication and trust between the team and external stakeholders.
Frequently update information radiators, and support enterprise reporting necessities.
- Work with external groups to identify and resolve dependencies, including other teams.
Identify and escalate potential risks and issues to managers before they turn critical.
Facilitate discussion, decision-making, and conflict resolution.

Key Achievements
- Delivered the Life Policy Conversion project (LAP), Multi-Factor Authentication (MFA) for the client.
- Worked with 2 Scrum teams and 1 Kanban team.
Achieved an improvement in team velocity by 60% within six months of agile adoption.
- Coached the team about modern Agile practices.

Scrum Master/Business Analyst | MJ Company - Washington, DC | 10/2014 - 09/2017

Guide the team to produce quality software on a predictable schedule using Agile/Scrum and SAFe principles and practices.
- Create and maintain information radiators that track progress at multiple levels; remove impediments to team progress either directly, or by finding the right personnel to remove the impediment.
Assist with internal and external communication, improving transparency, and radiating information.
Support and educate the product owner; groom, and maintain the product backlog.
- Prepared, facilitated, and followed up on actions for all Scrum ceremonies, including grooming, planning, stand-ups, reviews, and retrospectives.
Drove process improvements toward the consistent delivery of the working product with the use of various Agile techniques, like User Stories, Continuous Integration, Continuous Deployment, ATDD, TDD, Continuous Testing, Pairing, Automated Testing, and Agile Games.

Key Achievements
- Delivered the critical risk management software that adhered to the BSA Patriot Act (BAM+), suspicious activities (SAR Manager), and wire compliance (Wire Pro).
Worked with four Agile Scrum teams and two Kanban teams.
Achieved an improvement in team velocity by 50% within four months of agile adoption.

Scrum Master | Charlies Retail, MD - Baltimore, MD | 01/2013 - 09/2017

- Collaborated with senior management in strategic planning for forthcoming releases.
- Assisted team in grasping user stories alongside definition of done.
- Organized meetings between stakeholders from different departments to discuss potential solutions or strategies.
- Conducted productive Daily Stand-Ups.
- Encouraged continuous process improvement initiatives through retrospectives.
- Provided guidance to Product Owners regarding Agile principles and best practices for managing product backlogs.
- Monitored progress of sprints, providing visibility into project status for stakeholders.
- Created dashboards using various tools such as JIRA, Confluence, Trello, to track project progress and milestones.
- Assisted with release planning and coordinated efforts between multiple teams working on related projects.
- Consistently worked to identify project risks, initiate risk mitigation and implement risk reduction action plans.

Key Achievements
- Enhanced sprint velocity by 25% via Agile coaching and process improvements.
- Led a successful transition from Waterfall to Scrum, cutting delivery time by 30%.
- Cleared team blocks to ensure sprint completion rates remained over 90%.
- Implemented strategies to enhance quality control and achieved 40% reduction in defects.
- Facilitated development of Scrum Masters and Product Owners, boosting Agile capabilities.
- Enhanced cross-team collaboration within SAFe framework to achieve PI goals.

Education and Training

Certifications

- **Certified SAFe® 5 Agilist from Scaled Agile Inc**
- **Certified Scrum Professional®-ScrumMaster (CSP-SM) from Scrum Alliance**
- **Advanced Certified Scrum Master (A-CSM) from Scrum Alliance**
- **Certified Scrum Master (CSM) from Scrum Alliance**
- **Generative AI for Business Leaders**