

# CURTIS G. CARMICHAEL

curtiscarmichael@gmail.com

603-769-8012

---

## OBJECTIVE

To function as a Senior Scrum Master, Project Manager, Program Manager, Technical Business Analyst, or UX Expert.

## QUALIFICATIONS

- MS in Information Technology from Southern New Hampshire University (GPA: 3.945).
- Ten years of full-time business/systems analysis and project management experience for leading global information technology companies.
- Five years as a Certified ScrumMaster® (CSM) at Amadeus, a leading software company.
- Experience with business transformation initiatives, including overhauling a sales and customer onboarding process to increase sales pipeline visibility and enhance communication.
- Diverse professional IT experience in multiple industries, to include software, real estate, and publishing.
- Author of a business book titled *Effective E-Marketing Strategies*, which made it on *The Business Journals*' 2018 "10 Books Aspiring Business Executives Should Read This Year."

## SKILLS

### Project Management

- Ensuring that the team understands expectations, ownership, and deadlines. With regular follow ups to help reduce/mitigate risk as early as possible.
- Experience using Jira, MS Project, and Basecamp.
- Writing project plans (i.e. risk matrix, issue management log, quality requirements, scope, charter, etc.)
- Writing business and technical requirements.

### Agile / Scrum Experience

- Scrum Master responsibilities, with global team collaboration. Experience with two and three-week sprints.
- Daily standups, capacity calculations, retrospectives, planning meetings, sizing, leading end of sprint demos, creating user stories, and assisting Developers.

### System Design and Development

- Creating wireframes for new applications/system enhancements (experience using Axure RP Team Edition, and Balsamiq Mockups).
- Business process diagrams.
- Experience with UML, including PlantUML syntax.
- Front end coding using HTML and CSS.
- Databases: experience using MySQL, PostgreSQL, and Access.
- Customer relationship management (CRM): Salesforce
- Content management systems (CMS): WordPress, Joomla, Drupal
- Adobe Creative Suite (Acrobat, Dreamweaver, Illustrator, InDesign, Photoshop)

**INDUSTRY EXPERIENCE** – Highlights listed below. If interested, please see LinkedIn profile for more experience:  
<https://www.linkedin.com/in/curtiscarmichael/>

**Amadeus** – *Waltham, Massachusetts*

Amadeus is a leading international software company for the travel industry.

- **[Advancement] Senior Technical Business Analyst and Certified Scrum Master (CSM)**  
*December 2018 - Present*
  - Converted from contractor status to permanent employee.
  - As a Scrum Master:
    - Leading daily standups (10-15 minutes each) to clarify what each team member worked on the prior day, plans/accomplishments for current day, and if there were any blockers. Follow up and escalation of blockers as necessary.
    - Leading grooming sessions to review and size stories.
    - Compilation of a sprint demo slide deck and presenting sprint progress/metrics to Product Owners and Scrum of Scrum at the end of the sprint. Developers present stories in this demo.
    - Leading a retrospective at the end of every sprint to identify items that went well/not well. Creation of action items and assignment of owners for any items to improve.
    - Working with the Product Owner to plan sprints and suggest stories to move out/in depending on capacity restrictions and priorities. Confirm the plan with the team and communicate commitment to Scrum of Scrum (SoS).
    - Serving as a primary point of contact for the team for questions/issues, while working with the Product Owner.
  - Assumed Acting Team Manager role before the current Team Manager role was filled.
  - Continuation of Technical Business Analyst responsibilities specified below.
  
- **[Advancement] Technical Business Analyst and Certified Scrum Master (CSM)**  
*August 2016 - December 2018*
  - Certified ScrumMaster® (CSM) since August 2016 for an Amadeus UI development team.
  - Assisted/advised a second UI development team from June 2017 - January 2018.
  - Continuation of responsibilities specified below.
  
- **Technical Business Analyst**  
*July 2015 - August 2016*
  - Writing stories and assigning epics and dependencies to those stories. Confirming requirements with various teams, including Product Management.
  - Primary responsibilities entail defining product requirements (UI focus), rapid prototyping/wireframe creation, UML diagram creation, and supporting Developers while liaising with other teams.
  - Documentation was highly technical – for example: System Sequence Diagrams showing end user activity, API/back-end service requests and responses, and describing the purpose of such activity. In other cases, documentation included business flow diagrams, concept diagrams, and data dictionaries.
  - Customer facing role (working with Intercontinental Hotel Group, a.k.a. IHG).
  - This was a regular, full-time role on site with Amadeus through a consulting firm called XDIN Technology, Inc. (an Alten company). With XDIN, I was a Senior Solution Architect.
  - Role is within Amadeus' Strategic Growth Businesses (SGB) division, Overall User Interface (OUI) team.

## INDUSTRY EXPERIENCE (Continued)

### **Thunderhead** – *Manchester, New Hampshire*

Thunderhead is a leading international software company in the digital marketing area (customer engagement focus).

- **IT Business Analyst**

*April 2012 - July 2015*

- Authored a detailed training document and 100+ page SOP (Standard Operating Procedure) for a new sales and customer onboarding process implemented in Salesforce.
- Designed, built, and documented a bulk user upload tool that enabled the organization to on-board multiple accounts in a customer community. This tool used the Jive REST API, JSON, and Curl.
- Project managed office IT expansion and ultimately, an office move. Ensured all ISP services and office infrastructure was fully moved and implemented on time.
- Managed and helped implement a centrally managed Kaspersky end-point protection system (network agents, workstation and server clients, policies, user support).
- Evaluated HCM/HRCM/HRMS solutions. Assisted HR with technical implementation of an HCM (Vana, now FinancialForce HCM).
- Tech lead for a customer community portal implementation (Jive).

## EDUCATION

### **Southern New Hampshire University** *Manchester, New Hampshire*

- Master of Science in Information Technology
- GPA: 3.945

### **Plymouth State University** *Plymouth, New Hampshire*

- Bachelor of Science in Web Management and Internet Commerce.
- English minor.
- Four web design/development internships.

### **MicroTek**

- Certified ScrumMaster® (CSM)
- ADM-201 Salesforce Administration Essentials for New Admins

## REFERENCES

Please see “Recommendations” at <https://www.linkedin.com/in/curtiscarmichael/>.