

KEN N WONG, CSM

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SUMMARY

A highly motivated and dedicated **CERTIFIED SCRUM MASTER, PROGRAM and PROJECT MANAGER** with a proven track record, possessing extensive experience in a fast paced, multi-disciplined, multi-tier, E-Commerce web application management environment that is recognized by Internet Retailer in 2013 as one of the Top 100 Web Retailers in North America.

Responsibilities include managing multiple high-level profile projects with significant business impact. These projects consisted of maintaining and continuously developing virtually all aspects of diverse intranet, extranet and internet web sites such as: site customization; product merchandising; customer management; and purchasing experience to name a few. Of note, many projects required integration with today's social networking systems to include Facebook, Instagram and Weibo.

EXPERIENCE

GILBARCO VEEDER-ROOT, Greensboro, NC

(09/2016 – 05/2019)

Program Manager

Successfully planned, executed and delivered multi-million-dollar programs. Lead a team of 20 and developed an effective process to resolve configuration issues when ERP system was implemented. In addition, created the Veterans at Gilbarco ERG from ground up to break down the walls between union and nonunion members as well as different functional groups.

- Led 5 Visual Project Management sessions to create project's schedule, budget, recorded risks and initiated Design/Service/Product/System FMEA documents.
- Participated in 2 operation Kaizan events.
- Facilitated Daily Management meetings with the Program Team to ensure project on track.
- Saved \$250K on project cost by repurpose the test units, consolidates W&M and UL costs, train field personnel and reduced/consolidate test requirement while keeping the scope integrity.
- Created ERG program to promote teamwork cross all functions through the company.

AMERICAN KENNEL CLUB, Raleigh, NC

(04/2016–09/2016)

Scrum Master (Contract)

- Implemented Scrum methodology for traditional website application development.
- Designed workflow based on team's needs.
- Ensured high quality product by working closely with the owners and development team.
- Created and delivered bi-sprint progress report to executive team.
- Track sprint progress.

MARKET AMERICA/SHOP.COM, Greensboro, NC

(07/2008 – 04/2016)

Scrum Master/Program Manager

Over 7 years' experience leading and managing up to 70 engineers and 10 development teams with 7 different disciplines for multi-tier customer facing web sites across 7 countries. Continuously deliver completed products to owners in a timely fashion using both Waterfall and Agile SCRUM methodologies. As a regularly sought-after PM, viewed by many project owners as a subject matter expert, success highlights and management attributes include:

- Dedicated and accomplished servant-leader.
- Delivered over 50 high profile projects by using Scrum methodology.
- Worked with BA and Product Owner on PBI development/maintenances.
- Tracked and communicated team velocity.
- Tracked sprint release progress.

- Coached team to become more self-organize.
- Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings.
- Managed projects with 1 deliverable per week for 13 consecutive weeks.
- Released over 120 high profile projects using Waterfall methodology.
- Noted for providing the best deliverables possible to owners at all times.
- Provided team leadership and mentoring.
- Ensured continuous communication between the development team and product owners at all times.

UNITED STATES MARINE CORPS

(10/1996 – 03/2005)

Sergeant

Assistant Chief of Motor Transport Operations – Operation Iraqi Freedom, Al Taqqadum, Iraq

- Commanded 35 Marines in the operation, maintenance and inventory of over 45 tactical vehicles.
- Ensured accountability of personnel, weapons, ammunitions and individual protective equipment.
- Instructed four Marine Tactical Vehicle Replacement courses with up to 16 students per class.

Chief Instructor – Marine Corp Air Station, Cherry Point, NC

- Supervised over 24 tactical vehicle driving courses with up to 24 students.
- Coordinated a program to ensure the safety of vehicles and drivers.

Marine Counselor – Standing Operation Orders

- Counseled 35 Marines on a monthly basis.
- Counseled junior Marines on issues such as personal finance, time management, and personal/professional responsibilities.
- Accounted for the welfare and training of up to 35 Marines on daily basis

Marine Corps Honors

- Honorably Discharged – (March 13, 2005).
- Navy and Marine Corps Achievement Medal – for distinctive, superior service and manner.
- Certificate of Commendation – for keeping \$3 million worth of equipment at 95% readiness.
- Meritorious Mast – for unwavering support and attention to detail

EDUCATION

B.S., The University of North Carolina Greensboro

(01/2006 – 05/2008)

University Honors:

- Majors: Marketing and International Business
- Minors: Information Technology and Economics
- Magna Cum Laude, GPA: 3.76
- Beta Gamma Sigma Business Honor Society
- Farthing Scholarship (2006 – 2008)
- Chancellor's & Dean's Lists: All Sessions
- Office of Multicultural Affairs Scholastic Award Recipient (2006 – 2008)

SKILLS

Certified Scrum Master

(01/2016 - present)

Fluent in Chinese

- Read, write and speak three different Chinese dialects
- Certified U.S. Government Mandarin translator

(1997-2005)

MS Office Professional

JIRA