

# Duane Edghill

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## Director of Agile

Over nine years' success evaluating organizational culture, Agile readiness and maturity to design and implement right-fit Agile transition roadmaps, business intelligence, and management solutions for a range of sectors, including government, financial services, healthcare, and media. Accustomed to liaising with C-level executives, business leaders, engineering, and cross-functional teams to facilitate adoption and ensure alignment with organizational strategy. Skilled at tailoring communications and training to audiences. Talented change agent, adept at effectively disseminating information and rapidly integrating Agile methodologies to increase productivity, improve product quality, enhance analytics, and support relentless improvement.

### Areas of Expertise

- Enterprise Agile Transformations
- Agile Maturity / Readiness Assessments
- Organizational Change Management
- Training & Coaching
- IT Ops / Kanban
- Thought Leadership
- Technical Program / Project Management
- DevSecOps & CI/CD Implementation
- Design Thinking / Lean UX

## Career History

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**DIRECTOR OF AGILE SERVICES | Maximus Federal** | Multiple Locations 2017 to Present

Travel nationwide for leading provider of state, local, and federal government service solutions to train teams in Agile principles and practices, including SAFe, Scrum, DevSecOps, Kanban, and Extreme Programming best practices. Guide team from traditional and Waterfall software development life cycle approaches to Agile methodology. Assess Agile maturity, identify gaps, and coach teams to implement iterative software delivery. Support pre-sales teams with subject matter expertise and create marketing materials and white papers for Agile, SAFe, and DevSecOps offerings.

- Built Lean Agile Center of Excellence (LACE) from ground up and instituted organization-wide Agile culture.
- Increased proposal win rates by standardizing communications that demonstrated product value and differentiators.
- Established series of Agile Playbooks to increase federal government opportunities.
- Accelerated software build velocity while continually improving quality through ongoing training and coaching.

**SENIOR AGILE CONSULTANT | Gannett (USA Today)** | McClean, VA 2017

Liaised with vice presidents, directors, and team members to evaluate Agile maturity and existing Agile processes. Conducted one-on-one training and workshops focused on reinforcing Agile mindset.

- Generated categorized assessment of existing culture, processes, tools, and training programs; described approach, produced executive summary of findings, and prioritized recommendations by category.

**SENIOR AGILE COACH | Accenture Federal Services** | Multiple Locations 2015 to 2017

Transitioned federal agencies to Agile, SAFe, Scrum, Kanban, and DevOps; trained and coached personnel at all organization levels. Defined performance metrics to proactively manage Agile service offerings and client expectations.

### Select Projects

#### **Client – Bureau of Alcohol, Tobacco, and Firearms**

- Established first Agile Playbooks and DevOps pipeline.
- Enabled rapid delivery of new capabilities in response to changing requirements.
- Reduced costs and time by training Contracting Officers to properly vet Agile vendors.

#### **Client –US Marshals Service**

Stood up Agile teams and instructed leadership on Agile contract development, reporting metrics, and performance monitoring.

- Installed proper safeguards by implementing vendor due diligence procedures, vetting, and risk management best practices.

**SENIOR AGILE COACH | Mustang Consulting** | Multiple Locations 2010 – 2015

Collaborated with diverse range of enterprise clients, service providers, operational, engineering, and development teams to lead enterprise Agile transformations. Leveraged multi-domain expertise to advise business leadership and C-level executives and outstanding communication skills to convey complex concepts to audiences at all levels of technical proficiency. Delivered infrastructure, big data, and web and mobile solutions that optimized flow and storage of data, supported insightful decision-making, and enhanced customer and user experiences.

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## Select Projects

### **Client – CareFirst Blue Cross**

Spearheaded conversion from Waterfall to Agile and created SAFe Agile transformation roadmap. Established and communicated transformation goals and trained Scrum team and leadership in Agile methodologies. Role modeled as Scrum Master for newly formed mobile app development and Web services Scrum teams.

- Aligned development processes to keep pace with fast-evolving business and customer requirements.
- Developed first Agile Playbook opening doors to federal, state, and local government prospects.

### **Client – Fannie Mae**

Created strategic testing roadmap and directed 20 quality assurance testers to replace existing proprietary trading platform with commercial off-the-shelf (COTS) solution. Coordinated development on new and modified upstream and downstream systems and applications, including application data stores (ADS), data marts, data warehouses, and business intelligence (BI) reporting. Managed execution of user acceptance testing (UAT).

### **Client – Capital One**

Senior Scrum Master and Agile Coach for data warehousing, BI, and infrastructure modernization projects for Fortune 500 financial services company. Managed project life cycles from discovery, planning and development, to testing and deployment, through maintenance and support. Facilitated Agile ceremonies; planned and executed sprints and led daily standups, Scrum of Scrum sessions, retrospectives, and demos. Maintained backlogs, managed risks, and removed impediments to ensure team progress towards goals.

- Built first Agile Scrum teams in global headquarters.
- Led transition from Waterfall to Agile / Scrum and Kanban iterative methodologies and increased customer satisfaction by rapidly responding to changing user needs.
- Expanded BI and analytics capabilities to include predictive analytics.

### **Client – Cisco**

Led database administrators and infrastructure managers to migrate 200+ customers from individual spreadsheets across 30 customer resource managers to single, standardized platform.

- Equipped CRM representatives with easier data access, sharing, and backup processes.
- Created application data store and data mart that provided relevant analytics and enabled intelligence reporting.
- Centralized data from multiple sources and standardized conversions.
- Consolidated and redistributed data across platforms.

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Prior experience as **Senior Technical Manager** at Genband, CopperCom, and Alcatel | Multiple locations worldwide.

## **Technical Proficiencies**

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**Enterprise Frameworks:** Scaled Agile Framework (SAFe), Large Scale Scrum (LeSS), Disciplined Agile Delivery (DAD)

**ALM Tools:** JIRA, Version One, Rally, HP Agile Manager

**SDLC Methodologies:** Waterfall, Agile / Scrum, Kanban, DevSecOps, Extreme Programming (XP), ScrumBan

## **Education & Certifications**

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**Executive Master of Business Administration** | University of Texas, Dallas, TX

**Master of Science, Project Management** | University of Texas, Dallas, TX

**Bachelor of Science, Technical Operations Management** | Embry-Riddle Aeronautical University | Daytona Beach, FL

SPC5 Certified SAFe Program Consultant | Certified Kanban Management Professional (KMP)

Certified Scrum Professional (CSP) | Certified Scrum Master (CRM) | IC Agile Certified Professional (ICP)

DASA DevOps Fundamentals Certified | Certified Agility Health Facilitator (AFH)