

# RON SMITH

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## PROFESSIONAL SUMMARY

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Results-driven Release Train Engineer and Senior Scrum Master with 11+ years of Agile transformation experience. Currently directing a 9-team Agile Release Train at Bank of America and orchestrating the end-to-end integration of 3 new teams to scale operations to 12. Proven track record of transforming established, change-resistant teams into high-performing, CI-centered Agile units. SPC-certified (SAFe 6.0) with expertise in PI Planning facilitation, Agile training delivery, ART coordination, and enterprise-scale Agile adoption. Early adopter of generative AI technologies with hands-on experience developing AI-powered business applications.

## CERTIFICATIONS (ALL CURRENT - SAFE 6.0)

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### SAFe Certifications:

- SPC (SAFe Practice Consultant) - 2023  
*Includes: RTE, LPM, SASM, SA, SSM enablements*
- LPM (Lean Portfolio Manager) - 2022
- SASM (SAFe Advanced Scrum Master) - 2022
- POPM (Product Owner/Manager) - 2022
- SSM (SAFe Scrum Master) - 2022
- SA (SAFe Agilist) - 2021

### Scrum.org Certifications:

- PSM II (Professional Scrum Master II) - 2021
- PAL (Professional Agile Leadership) - 2021
- SPS (Scaled Professional Scrum) - 2021
- PSD (Professional Scrum Developer) - 2021
- PSPO (Professional Scrum Product Owner) - 2021
- PSM (Professional Scrum Master) - 2021

## PROFESSIONAL EXPERIENCE

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### Release Train Engineer / Senior Scrum Master

*Randstad Digital (Contracted to Bank of America) | Charlotte, NC | February 2024 - Present*

- **RTE Responsibilities:** Serving as RTE for a 9-team ART (expanding to 11 teams, 100+ team members), facilitating PI Planning events, coordinating cross-team dependencies, and managing program-level risks and impediments.
- **PI Planning Facilitation:** Successfully led two Program Increment planning events; currently preparing to facilitate upcoming PI Planning while managing full RTE responsibilities for the next quarter.
- **Team Transformation:** Simultaneously serving as Senior Scrum Master for 2 development teams, driving transformation of seasoned, set-in-their-ways teams into CI-centered Agile teams focused on continuous improvement and value delivery.
- **ART Coordination:** Managing dependencies across multiple teams, facilitating Scrum of Scrums, and ensuring alignment with enterprise Agile standards in a highly regulated middleware environment.
- **Metrics and Reporting:** Leveraging targeted JQL expertise to create custom dashboards and reports for program-level visibility, predictability tracking, and value stream optimization.
- **Stakeholder Management:** Bridging communication between development teams, Product Management, and enterprise leadership to ensure strategic alignment and transparent progress reporting.

### Senior Agile Scrum Master

*Randstad Digital (Contracted to Bank of America) | Charlotte, NC | September 2022 - September 2023*

- **Agile Leadership:** Led Agile initiatives for 2 offshore teams in mid-transition, guiding them through transformation while partnering with senior Agile Coaches and new RTEs on program-level improvements.

- **Community Building:** Initiated and maintained a Scrum Master Community of Practice (CoP) covering Agile topics, training sessions, and best practice standardization.
- **Mentoring Excellence:** Mentored new and existing Scrum Masters in methodology, Agile practices, and professional development; played pivotal role in shaping Product Owner training materials.
- **Value Delivery:** Implemented workflow optimization plan resulting in notable increase in value stream delivery each Program Increment, measured through meaningful metrics.
- **Best Practice Authority:** Became recognized reference for Bank of America's Agile best practices; helped standardize JQL utilization for enterprise reporting.
- **LPM Participation:** Participated in Lean Portfolio Management sessions for multi-million-dollar initiatives, contributing SME-level insights across multiple projects.

## Digital Project Manager

*DCI Marketing* | Milwaukee, WI (Remote from NC) | January 2022 - July 2022

- **Strategic Planning:** Led budgeting, estimation, planning, and execution for digital projects ranging from \$25K to \$1M+ for major automotive industry clients.
- **Hybrid Frameworks:** Managed end-to-end project delivery including UI/UX, development, API implementation, QA, DevOps, and deployment while promoting Agile practices within hybrid PM environment.
- **Facilitator:** Collaborated with cross-functional teams and third-party vendors to define requirements, establish governance, and ensure alignment with business vision.

## Scrum Master / Product Owner

*Anderson Kent Financial Services (via Photoclix Ltd.)* | Jericho, NY (Remote) | March 2018 - January 2021

- **Agile Transformation:** Drove successful Agile transformation, scaling from one small team to 3 larger teams using Nexus framework while coaching team and business stakeholders in Agile principles.
- **Tool Implementation:** Spearheaded introduction of Jira, establishing it as standard practice for tracking and reporting; developed internal tools enhancing incremental value delivery.
- **Multi Role Excellence:** Seamlessly transitioned between Scrum Master, Agile Coach and Product Owner responsibilities, directing backlog development while engaging stakeholders on requirements.
- **Strategic PM:** Orchestrated product vision, milestones, forecasts, and budgeting for initiatives including mortgage calculators, CRM systems, and consumer-facing web properties.

## EARLIER EXPERIENCE

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### Founder / Director of Operations / Lead Creative

*Photoclix Ltd. & Focus On Publications Ltd.* | Long Island, NY | 2013 - 2021

- **Executive Responsibilities:** Oversaw all aspects of operations for photography studios and a web development firm, including directing marketing initiatives, sales activities, and business strategy development, while implementing Agile methodologies to drive organizational effectiveness.
- **Brand Building:** Built new brand to top-rated service provider within 16 months; expanded publication output and advertising revenue by 60%.
- **Effective Team Leader:** Led professional teams in Agile environment, managing tight production schedules and driving high-quality delivery with sprint-based deadlines.

## Art Director / Agile Core Team Member

Cyber Financial Network & Anderson Kent | Long Island, NY | 2003 - 2008

- **Early XP/Scrum Adopter:** Core member of a 4-person "tiger team" that successfully piloted Extreme Programming (XP) and Agile methodologies, transitioning the unit from BRD/Waterfall to iterative delivery.
- **High-Velocity Execution:** Leveraged this early Agile framework to co-develop a proprietary enterprise-grade CRM system (rivaling early Salesforce capabilities) in just 5 months, proving the efficacy of the new model.
- **SDLC Innovation:** Partnered in the integration of UI/UX directly into the Software Development Life Cycle (SDLC), establishing user-centered design loops well ahead of industry standards.

## SPEAKING ENGAGEMENTS

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### Banking Transformation Summit (BTS) | Charlotte, NC | November 2023

- Featured panelist discussing Data, Agile methodologies, and emerging AI applications in enterprise banking transformation. (Banking Transformation Summit - Charlotte, NC)
- Invited to return for 2024 summit; continued engagement with banking technology leadership community.

## AI & TECHNOLOGY EXPERTISE

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- **Enterprise AI Adoption:** Early adopter of Microsoft Copilot within Bank of America, integrating AI-assisted workflows into daily Scrum Master and RTE operations for enhanced productivity and decision-making.
- **Custom Prompt Engineering:** Developed targeted prompt libraries for Agile ceremonies, metrics analysis, stakeholder communications, and program-level reporting.
- **Generative AI Pioneer:** Early adopter since Midjourney v2; hands-on experience with multiple AI platforms including Claude, GPT-4, Gemini, and Llama models.
- **AI Application Development:** Developed WorkModelQ, an AI-powered consulting platform featuring multi-persona strategic debates, hypothesis-driven methodology, and Big-3 consulting quality standards.
- **Thought Leadership:** Currently authoring book on ethical AI implementation in consulting, focusing on responsible AI practices and organizational transformation.

## CORE COMPETENCIES

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### RTE & Program Management

- PI Planning Facilitation
- ART Coordination
- Dependency Management
- Program Risk Management
- Scrum of Scrums
- Value Stream Optimization

### Agile Leadership

- Agile Transformation
- Team Coaching & Mentoring
- Scrum & Kanban
- SAFe 6.0 Implementation
- Servant Leadership
- Continuous Improvement

### Tools & Technical

- Jira & Confluence
- JQL & Custom Reporting
- Kanban Boards & WIP
- Agile Metrics & Reporting
- Generative AI Platforms
- LPM Practices

## EDUCATION

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**Suffolk County Community College** | Selden, NY *Undergraduate*  
Coursework in Liberal Arts & Creative Writing