

# TAMIKA PRICE

Senior Scrum Master | Agile Program Manager | SAFe Practitioner | PMP

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## PROFESSIONAL SUMMARY

Senior Scrum Master and Agile Program Manager with 15+ years of experience enabling high-performing, cross-functional teams across enterprise environments. Proven track record of facilitating Scrum and SAFe ceremonies, removing impediments, driving Agile transformation, and delivering measurable outcomes on programs valued at \$10M+. Expert at translating ambiguity into execution — building delivery frameworks, metrics dashboards, and reporting ecosystems that improve visibility, reduce risk, and support executive decision-making. Certified in PMP, PMI-ACP, CSM, CSPO, and SAFe 6 Scrum Master. Known for coaching teams toward self-organization, aligning stakeholders, and integrating AI-driven workflow automation to optimize delivery efficiency.

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## CORE COMPETENCIES

- ◆ Scrum Master Leadership & Facilitation
- ◆ Agile & SAFe Delivery Frameworks
- ◆ Sprint Planning, Backlog Refinement & Retrospectives
- ◆ Cross-Functional Team Coaching & Enablement
- ◆ Agile Transformation & Change Management
- ◆ Risk Identification, Mitigation & Escalation
- ◆ Program & Portfolio Management
- ◆ Metrics & Reporting (Velocity, Cycle Time, Throughput)
- ◆ Stakeholder Communication & Executive Alignment
- ◆ Dependency Management & Impediment Removal
- ◆ AI-Driven Workflow Optimization & Automation
- ◆ Jira · Confluence · Airtable · Miro · ServiceNow · Power BI

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## PROFESSIONAL EXPERIENCE

**Cisco Systems** | **Project Specialist — Agile Program Support (Scrum Master)** *Atlanta, GA | 2025 – Present*

- ▶ Facilitate all Scrum ceremonies (sprint planning, daily standups, retrospectives, backlog refinement) across cross-functional enterprise teams, increasing delivery cadence and team engagement
- ▶ Designed and maintain program-level tracking systems in Airtable and Jira, providing real-time visibility into workstream progress, risks, and dependencies for senior leadership
- ▶ Proactively remove impediments and coordinate cross-team dependencies to protect delivery flow across distributed, matrixed stakeholder groups
- ▶ Coach teams on Agile best practices, fostering a culture of accountability, continuous improvement, and self-organization in a high-complexity environment
- ▶ Introduced AI-enabled workflows and automation to streamline status reporting, action tracking, and executive communication — reducing manual effort and improving turnaround time
- ▶ Built structured reporting frameworks and dashboards that translate delivery data into actionable insights, enabling faster executive decision-making

**Hiscox USA** | **Agile Delivery Lead / Scrum Master**

*Atlanta, GA | Sep 2022 – Sep 2024*

- ▶ Served as Scrum Master across multiple Agile teams delivering \$10M+ in enterprise software initiatives, ensuring consistent sprint execution, ceremony facilitation, and delivery quality
- ▶ Implemented metrics-driven reporting (velocity, sprint health, risk tracking) in Power BI and Jira, improving delivery predictability and stakeholder transparency
- ▶ Automated Jira workflows to reduce manual effort by 25%, freeing team capacity to focus on high-priority delivery work
- ▶ Standardized workflows and communication across distributed teams, reducing email dependency by 30% through structured Microsoft Teams channels and delivery rituals

- ▶ Coached teams and stakeholders on Agile and SAFe practices, increasing team maturity, execution consistency, and sprint velocity
- ▶ Collaborated with senior leadership to streamline change approval processes, reducing project release delays by 15% across multiple environments

### **CGI | Project Manager (Agile Delivery)**

*Atlanta, GA | Oct 2021 – Sep 2022*

- ▶ Led end-to-end Agile delivery for digital transformation initiatives including a customer loyalty platform for a multinational client, ensuring on-time delivery within compliance requirements
- ▶ Facilitated sprint planning, retrospectives, and stakeholder demos, increasing team productivity by 15% and improving alignment with organizational Agile transformation goals
- ▶ Spearheaded change management initiatives, securing executive buy-in and reducing software release delays by 30% through proactive risk and dependency management
- ▶ Managed cross-functional teams across vendor and client organizations, aligning project delivery with compliance standards (FISMA, HIPAA, OMB) and business objectives

### **FPT Software (via Intersect Group) | Scrum Master / Business Analyst** *Atlanta, GA | Jan 2021 – Sep 2021*

- ▶ Led Agile delivery and Scrum ceremonies for a \$5M Cox Automotive database migration project, achieving zero-downtime migration while maintaining full compliance with data governance standards
- ▶ Implemented Jira automation for backlog management, reducing manual effort by 30% and improving real-time visibility into delivery progress for stakeholders
- ▶ Transitioned client reporting systems from legacy tools to MicroStrategy, improving reporting speed by 40% and enhancing data accuracy for decision-making
- ▶ Authored user stories and functional requirements aligned to enterprise architecture, improving sprint delivery rates by 20% across distributed Agile teams

### **PGA Tour Superstore | Senior IT Consultant / Project Manager** *Roswell, GA | Feb 2019 – Dec 2020*

- ▶ Managed ServiceNow ITSM platform and optimized IT service delivery operations, improving SLA compliance and reducing incident response times by 25%
- ▶ Implemented Agile project management practices in the absence of a formal PMO, ensuring alignment with IT governance frameworks and 100% compliance with operational standards
- ▶ Led business process analysis and automation initiatives, increasing team productivity by 20% and reducing manual issue logging through centralized issue-tracking systems

### **Manpower Technical | Scrum Master (Contract)**

*Alpharetta, GA | Apr 2018 – Jun 2018*

- ▶ Guided Agile delivery teams through successful sprint execution, consistently meeting sprint goals and improving team velocity by 10%
- ▶ Facilitated daily standups, backlog grooming, and sprint reviews, driving continuous improvement and alignment with business priorities

### **Manhattan Associates | Principal Business Analyst**

*Atlanta, GA | Apr 2011 – Apr 2017*

- ▶ Led cross-functional teams in designing and delivering enterprise retail planning software, partnering directly with product management and the customer advisory board
- ▶ Spearheaded transition from Waterfall to Agile delivery, improving project delivery times and team collaboration — earning two promotions for exceptional execution
- ▶ Managed comprehensive product backlog, prioritizing features based on customer value and business impact; analysis efforts led to renewed contracts and package upgrades

## **CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

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- ◆ Project Management Professional (PMP) — PMI, 2024
- ◆ Certified SAFe 6 Scrum Master — Scaled Agile, 2024
- ◆ Certified Scrum Product Owner (CSPO) — Scrum Alliance, #1621344
- ◆ PMI Agile Certified Practitioner (PMI-ACP) — PMI, 2024
- ◆ Certified Scrum Master (CSM) — Scrum Alliance, #651780
- ◆ Lean Six Sigma Yellow Belt — Council for Six Sigma, 2024

## EDUCATION

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**Associate of Applied Science, Computer Information Systems** | DeVry University, North Brunswick, NJ  
*Member, Project Management Institute (PMI) • Atlanta, GA • 2024 – Present*

## SELECTED ACHIEVEMENTS

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- ▶ Delivered \$10M+ in enterprise software initiatives at Hiscox as Scrum Master and Agile Delivery Lead, maintaining delivery quality, sprint health, and stakeholder transparency
- ▶ Reduced cross-team communication overhead by 30% through structured workflows and automated reporting, enabling teams to focus on high-value delivery work
- ▶ Led \$5M zero-downtime database migration at Cox Automotive, earning recognition for risk management, stakeholder coordination, and Agile delivery excellence
- ▶ Accelerated Jira automation adoption, cutting manual effort by 25–30% across multiple teams and freeing capacity for strategic delivery initiatives
- ▶ Achieved 6 active certifications (PMP, PMI-ACP, CSM, CSPO, SAFe 6, LSSYB), demonstrating commitment to continuous professional development and Agile mastery