



WENDELL KILLETTE

SR. Scrum Master / RTE

KEY ACHIEVEMENTS

- Reduced avg cycle time 30% via Kanban flow & bottleneck analysis
- Increased sprint predictability 70%→92% via backlog refinement
- Improved throughput 25% maintaining compliance & audit standards
- Enabled 40% reduction in manual reporting via AI dashboarding
- Zero audit findings across multiple release cycles
- Improved flow efficiency via Kanban & WIP limit management
- Led Agile transformation: Scrum, Kanban & value stream adoption
- Increased predictability via flow metrics & data-driven forecasting

TECHNICAL SKILLS

Methodologies:

Agile (Scrum) · Kanban · XP · SDLC · SAFe · Value Stream Mapping · Flow Metrics

AI & LLMs:

Microsoft Copilot · ChatGPT · AI-Assisted Analysis · AI-Driven Workflow Optimization

Tools & Platforms:

Jira · Rally · Confluence · Planview · IBM Jazz
RTC · Jira Align · ServiceNow · Splunk · GitHub · Bitbucket · Bamboo · Jenkins

Frameworks & Practices:

SAFe · CI/CD · DevOps · Lean · Continuous Improvement · RAG Metrics

CERTIFICATIONS

- Certified Agile Scrum Master (CSM)
- Certified Scrum Professional (CSP)
- PMI Gen AI for Project Managers
- Coaching Skills for Leaders & Mgrs
- Jira Align Program Essentials
- Jira Fundamentals
- Kanban — Lean Scheduling & JIT

LANGUAGES

English — Native / Full Professional

EDUCATION

BS Electronic Engineering

DeVry Institute — 1984

PMP Trained

D&L Training — 2018

SEE MY WORK



WENDELL KILLETTE

SR. Scrum Master | Release Train Engineer (RTE) | Agile Coach

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PROFESSIONAL SUMMARY

Scrum Master and RTE with 10+ years of experience as a servant leader, driving delivery, quality, and continuous improvement across cross-functional teams. Seeking opportunities as a Senior Scrum Master, Release Train Engineer, Program Manager, Project Manager, or Delivery Manager. Helped three scrum teams achieve “Ha” of Shu Ha Ri maturity. Expert in SAFe framework, PI Planning, Agile Release Trains (ART), and DevOps integration. Applies analytical problem-solving (Ishikawa/fishbone) to decompose ambiguous problems. Facilitates cross-team working sessions using Open–Narrow–Close decisioning, tailoring communication from senior leaders to individual contributors to build consensus and commitment.

PROFESSIONAL EXPERIENCE

Senior Scrum Master

Feb 2025 – May 15, 2026

Charles Schwab

- Analyzed production issues via Splunk logs, partnering with engineers to identify root causes and restore system stability
- Led a large Kanban team of 15–17 onshore and offshore resources supporting 10b5-1 trading plans, optimizing end-to-end value stream for flow and delivery predictability
- Coordinated cross-team “front door” requests to secure dependency support for releases, ensuring on-time delivery
- Established periodic health reporting with Green/Yellow/Red thresholds and pre-planned mitigation actions
- Onboarded ART resources by provisioning access to Confluence, Jira, Bitbucket, and Bamboo
- Teams consistently exceeded commitments, delivering 105–125% of planned work
- Drove continuous improvement through value stream mapping with AI-supported pattern recognition to reduce waste
- Leveraged Copilot to enhance Agile workflows, streamline analysis, and improve team efficiency
- Led Agile delivery for three teams — two Scrum, one Kanban

PORTFOLIO MANAGEMENT SUPPORT

RTE-level responsibilities carried in a Scrum Master seat.

- **Portfolio commitments set in PI Planning** — used PI Planning as the forum where portfolio expectations were ironed out and committed — constraints and bottlenecks named, capacity agreed, and mitigation owned before the PI started
- **WIP and capacity** — agreed WIP limits with leadership during planning so the portfolio committed only to what it could finish
- **Epic and feature slicing** — worked with Portfolio Owners and Product Managers to break XL and Large epics into manageable increments, slicing features where dependencies did not apply
- **Cross-organizational alignment** — mapped dependencies in planning, then facilitated Scrum of Scrums (SoS) to keep them visible and in focus throughout PI delivery
- **Portfolio flow metrics** — between planning events, tracked cycle time, throughput and lead time across value streams to expose organizational bottlenecks above the team level
- **Forecast transparency** — managed feedback loops and provided data-driven forecasting from team sprint velocity to improve portfolio predictability and delivery confidence
- **Lean and value stream budgeting** — coached leaders away from traditional project-based funding toward Lean and value stream budgeting that funds outcomes

Volunteer Scrum Master Coach (Pro Bono)

Jan 2024 – Feb 2025

Independent

- Provided situational coaching to Scrum and Kanban teams across PO, SM, and Dev Team roles
- Coached on backlog refinement, effective daily standups, WIP limit management, and sprint execution
- Delivered coaching on managing unplanned work, swimlane design, and continuous improvement retrospectives
- Volunteered coaching services to teams without access to professional Agile coaching resources

SR. Scrum Master / RTE

Dec 2021 – Dec 2023

LPL Financial

- ▶ Coordinated and orchestrated planning, execution, and delivery of Program Increments across the ART
- ▶ Facilitated PI Planning events, retrospectives, sprint reviews, and daily standups
- ▶ Monitored KPIs to assess ART health; produced Velocity trend, Say/Do ratio, carry-over and predictability reports
- ▶ Managed delivery plans for 2 highly dependent agile teams with minimal technical debt
- ▶ Collaborated with DevOps and CAB during releases including certificate updates in Dev and Production
- ▶ Assisted Infrastructure team using Kanban to control WIP and track items in Jira
- ▶ Championed CoP participation for best practices across release trains

PORTFOLIO MANAGEMENT SUPPORT

Portfolio-facing work owned as RTE for the ART.

- ▶ **Portfolio commitments set in PI Planning** — ironed out portfolio expectations in PI Planning and left the event with them committed — bottlenecks named, owners assigned against them, and mitigation confirmed
- ▶ **WIP ceilings** — advised the leadership team on limits that held commitment inside demonstrated capacity
- ▶ **Epic decomposition with Portfolio Owners** — coached Portfolio Owners and Product Management to reduce XL epics to independently deliverable features wherever a dependency-free split existed
- ▶ **Cross-organizational dependency management** — mapped dependencies at planning and ran Scrum of Scrums as the standing forum for them across the PI
- ▶ **Portfolio flow reporting** — between events, reported lead time, cycle time and throughput at the portfolio level, translating team data into where the organization was actually constrained
- ▶ **Forecast transparency** — delivered velocity-based portfolio forecasts with feedback loops that re-cut the forecast as sprints closed
- ▶ **Lean budgeting adoption** — moved funding conversations off project-based allocation and onto the value stream

SR. Scrum Master

Aug 2021 – Dec 2021

USAA

- ▶ Led multiple scrum teams in maturing existing Scrum practices and advancing their Agile journey
- ▶ Removed impediments, resolved conflicts, and maintained sprint progress transparency with all stakeholders
- ▶ Championed continuous improvement via collaboration with the Agile CoP (Community of Practice)
- ▶ Validated teams' execution of SAFe principles, systems thinking, and risk/variability mitigation
- ▶ Widely used ServiceNow for resource requests, delivery change requests, and incident management

SR. Scrum Master

Apr 2021 – Aug 2021

Charles Schwab

- ▶ Created and managed delivery plans for 2 agile teams with minimal technical debt
- ▶ Conducted all Scrum ceremonies: sprint planning, daily standups, retrospectives, and client demos
- ▶ Provided sprint performance metrics: Velocity trend, carry-over trend, sprint defect trend, and completion trend
- ▶ Interfaced with Product Owners to manage backlog and sprint activities
- ▶ Promoted incremental builds and iterative cycles for fast feedback and adaptability

Agile Manager / Scrum Master

Oct 2018 – Aug 2020

AT&T

- ▶ Created delivery plans for 4 agile teams; managed epics and user stories via IBM Rational Jazz RTC and AgileCraft
- ▶ Served as RTE and coach during PI Planning events
- ▶ Facilitated retrospectives discussing successes, failures, and improvements for upcoming iterations
- ▶ Mentored teams on Agile best practices and coached for continuous process improvement
- ▶ Assured cadence with independent teams as it applied to PI or iterations

Project Manager / Senior Scrum Master

Oct 2017 – Oct 2018

American Airlines

- ▶ Managed IT Financial Systems projects across enterprise, vendor, external agencies, and partners using Agile
- ▶ Defined requirements, scope, budget/funding, risks, and issues; prepared stakeholder KPI updates
- ▶ Created and maintained Rally project backlog, project spending, and resource forecast
- ▶ Mentored Product Owner on backlog creation and coached teams in vertical story slicing
- ▶ Ensured audit-quality project documentation and testing delivery; escalated issues to resolution
- ▶ Active member of American Airlines Community of Practice (CoP)

ADDITIONAL EXPERIENCE

Internal Revenue Service — Project Manager / Scrum Master | Feb 2016 – Jul 2017

Cigna Health Care — Scrum Master / Agile Coach | Feb 2013 – Dec 2015