

RANDY D MOSIER, CSM, MAOM, ICF COACH

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[Randy Mosier Agile Portfolio](#)



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PROFESSIONAL SUMMARY

Scrum Master (CSM) that utilizes Agile principles and methodology, servant leadership, scrum core values and pillars, collaboration, teamwork, mentoring, facilitation of Agile Ceremonies, SAFe PI Planning, process improvement, project management, and relationship building to deliver incremental value. Delivered against complex business problems and cloud based data platform. Certified Scrum Master (CSM), 2021 – Present.

Industry Experience:

Scrum Digital Products and Data + Analytics Team using Agile methodology on Jira, Confluence, Azure DevOps

Functional / Technology Experience:

- Agile Delivery (Scrum, Kanban)
- Jira, Azure DevOps
- Continuous Improvement
- Windows and Office 365 User
- Miro and Mural Boards
- D+A Data Domain Onboarding
- Servant Leadership
- Feature/Story Prioritization
- Critical Thinking Skills
- Mentoring/Team Development
- 30+ Years Leadership
- Project Management

PROFESSIONAL EXPERIENCE

F'REAL FOODS AND RICH'S CORPORATION

2018 - 2022

Technician, Team Lead, Scrum Master (DPO "Digital Product Office" & Data Analytics Teams)

Worked with stakeholders on infrastructure projects to record detailed requirements, constraints, establish project deliverables, and manage risk. Lead projects, mentored & motivated team to facilitate cooperation and ensure project installation success and efficiency. Developed project plans, budgets, forecasting and schedules.

- **Team Lead - f'real foods (1 Year – 2020-2021)** - led a team of 7 associates on process improvement projects
 - Team Effectiveness - increased team effectiveness leading up, leading laterally, and with direct reports (Associate of the Month 2 times in one year)
 - Internal Coaching - increased leadership effectiveness, associate performance, employee personal growth, and career path
 - Career Development - coached associates in development of personalized career goals, while helping them meet or exceed annual company goals
- **Scrum Master Digital Program Office "DPO" (1 Year – 2021-2022)** - Led 2 scrum teams of 8 members - to solve complex business problems aimed at resolving out of stock issues. Incorporated both Agile technical tools (Jira, Burn Down, Backlog refinement...etc), historical data analysis, and hypothesis testing for informed feature prioritization.
 - o **Agile Coaching of Products and Complex Business Problems - (Outcomes)**
 - Predictive TrendSpotter Tool - Tastewise - unlocking flavor trends for increased sales through seasonal limited product offerings
 - Identified slack to drive efficiencies 2x faster to market.
 - Reduced reoccurring fixed cost by \$6.8k.
 - Developed a recyclable printed cup which represents a \$1Million margin opportunity.
 - Initiated Equipment UX enhancements which enabled analytical decision making
- **Scrum Master Data + Analytics Team (1 Year – 2022-2023)** - Led core and consultant team members through agile delivery process improvements. Led team in development and execution of an Enterprise Level Data Platform (Cloud Based: Azure, Azure services, and Databricks lakehouse architecture), creating a single destination for enterprise data analytics to reduce time to onboard data, creating consistent reliable data, improved access, and automated data quality management.

- o **Agile Coaching of Enterprise Data Platform and Data Onboarding - (Outcomes)**
 - Utilized coaching techniques to create a culture of trust and high performance/Agile Development increasing team efficiency by 40% in 3 months
 - As a team established enterprise data vision, strategy, priorities, and op model
- o Launched enterprise data platform and architecture design and build including framework definition
 - Created a source agnostic, meta driven data ingestion frameworks and automations
 - Enabled infrastructure as code - version control and code using declarative language constant, standardized and reusable outlined configuration saving time and money.
 - Monitored team against delivery timelines using agile metrics and project management
- o Led team in backlog refinement prioritization against delivery of features in Sprint and SAFe PI Planning sessions resulting in:
 - Source agnostic, meta driven data ingestion frameworks
 - Legacy consumption decreasing 29% in 3 months
 - 196 objects made available for analytics and data asset generation by end of Q2
 - 3 domains onboarded and modeled for analytics by end of Q2
 - 98.5% SLA adherence

N-GAGE COACHING SOLUTIONS

September 2017 to Present

~200+ Hours of partnering with clients in thought-provoking goal identification and execution

- o Performance Coaching - in roles inside Rich's / f'real foods provided coaching around metrics to increase individual and team performance
- o Engineering Summit - coached leadership towards goals around the engineering summit presentation and execution of the goals at the summit
- o Working Genius Facilitator - (Table Group) - led internal Rich's and f'real teams through an assessment to increase team efficiency and morale; increased team execution of goals

REDISCOVER MENTAL HEALTH SERVICES

2017

- **Program Manager Rediscover Thrive Center** - Clinical oversight of 18 member team caring for chronically mental ill clients in crisis for community stabilization and integration.
 - o CARF Certification - within 3 months of launching a new program led team through certification process of CARF standards
 - o Program Structure - created program policies to ensure safety and care of patients
 - o Oversight of program budget and staffing

DEPARTMENT OF MENTAL HEALTH - CENTER FOR BEHAVIORAL MEDICINE

1989 - 2017

- **Program Director** - Community based clinical oversight of teams of 12 and 10-21 clients including a Crisis Respite facility serving 120 clients per year for my first 13 years in leadership.
 - o Joint Commission Certification of two of our outpatient programs multiple excelling requirements
 - o Coaching, mentoring, training, team members in professional development and goal execution
 - o Team Steps - hospital training transformation to increase team communication in patient care
 - o Oversight of team performance, hiring, training, and mentoring over 50 employee's in 27 years

EDUCATION

UNIVERSITY OF PHOENIX

Master of Arts Organizational Management

COLLEGE OF THE OZARKS

Bachelors of Science Psychology and Religion

CERTIFICATIONS/DEVELOPMENT

Certified Scrum Master - Scrum Alliance

Certified SAFe 6.0 Agilist.

ACC Professional ICF Coach