NICOLE POPE

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ENTERPRISE AGILE COACH | PORTFOLIO MANAGER

✓ **Agile and Lean Portfolio Management (LPM) Expertise:** Advanced knowledge in understanding, implementing, and managing a portfolio of value streams within an Agile transformation.

✓ **Workshops:** Provides one-one, group, remote and classroom training at all levels of the organization to guide towards understanding the benefits of Agile, LPM, and methodologies that fall underneath Agile.

✓ **Foresight:** Develops metrics for portfolio, program, and team level to gain foresight into OKR's, deliverables and forecast future projects organized by value, and market trends.

✓ **Data Visualization and Analysis:** Skilled in using data visualization tools like Tableau and Power BI to create dashboards, collect metrics, and parse data for reporting at different levels (team, program, portfolio).

✓ **Leadership:** Provides visionary leadership with strategic direction to integrate technology, inspire and facilitate a shared vision of purposeful product delivery.

WORK EXPERIENCE

APEX Irving, TX   12/2022 – Present
Agile Transformation Coach, Trainer, Product Delivery, Portfolio Management
Spearheaded the enterprise's transition to Agility, architecting and implementing an enterprise-level Lean-Agile framework. Utilized expertise in large-scale LPM Agile transformation to devise and enact a comprehensive transformation strategy, closely monitoring adoption and effectively communicating progress. Actively engaged and guided stakeholders and organizational leaders in understanding and applying agile principles, ensuring alignment with enterprise portfolio management. Collaborated with Agile leadership and HR to bridge skills gaps and anticipate future competency needs, thereby promoting a culture of continuous improvement and adaptability in alignment with the organization's strategic objectives for agile enterprise transformation. Use large scale agile transformation expertise to develop and execute an overall transformation plan, tracking and communicating adoption of practices and processes.
- Guides organization and develops enterprise understanding and application of LPM Agile principles and processes through collaborative leadership and stakeholder engagement, install, scale, and continuously improve business agility competencies at the enterprise and executive level.
- Partners with Agile leaders and HR to ensure we have the necessary skills, are proactively addressing skills gaps effectively and are thinking about the skills needed for the future.
- Promotes a culture of continuous improvement and adaptability in alignment with strategic objectives for agile enterprise transformation.

MATRIX (MOTION RECRUITMENT) Dallas, TX   03/2022 – 12/2022
Agile Transformation Coach, Product Delivery, Portfolio Management
Instrumental in the Agile transformation, facilitating sustainable business value delivery. Represented the Agile Center of Excellence, coaching key decision-makers and organization sectors to optimize value. Delivered training at all levels in Agile, Scrum, SAFe, Extreme Programming, and Kanban, aligning with The organizations need for an experienced agile champion to guide their lean portfolio management and agile enterprise transformation.
- Provided Agile coaching and training at all levels using expertise in product delivery, strategy, Agile, Scrum, SAFe, Scrum, Kanban principles, methods, and techniques.
- Worked with senior leadership to ensure delivery is aligned with product and organizational strategy through a combination of vision, roadmaps, OKRs, and work hierarchy (Epics, Features, Stories) using the chosen systems of record.

- Educated leaders on portfolio management, the benefits and how it applies to their organization. Challenges the status quo and exposes organizational or leadership blind spots to identify continuous improvement opportunities.
- Coordinated the launch and optimization of (LPM) in accordance with the organizations Enterprise Operating Model (EOM) with a focus on improving outcomes.
- Understood and worked with Portfolios applying technical concepts, such as DevSecOps, Site Reliability Engineering (SRE), Cloud, Architecture, Continuous Integration and Deployment (CI/CD), etc.

TURNBERRY SOLUTIONS (KEYOT)| Minneapolis, MN   09/2021 – 02/2022
Lead Agile Transformation Coach, Trainer, Product Delivery, Portfolio Management
Worked with senior management to align delivery with product and organizational strategy, using vision, roadmaps, OKRs, and work hierarchy. Educated leaders on Business Agility and continuous improvement opportunities, aligning with the role's requirement to oversee portfolio roadmaps and liaise with executive stakeholders.
- Demonstrated and inspired Agile behaviors and mindsets within teams, crucial for facilitating the enterprise's agile transformation and aligning with a focus on Lean Portfolio Management (LPM) and enterprise agility.
- Designed, developed, and led Agile practice workshops for various teams, aligning with enterprise portfolio requirements. Conducted thorough evaluations and reviews of Agile processes and methodologies, identifying strengths and areas for continuous improvement, directly supporting the role's emphasis on overseeing, and improving portfolio operations and governance.
- Lead change management initiatives, particularly in the context of Agile transformation, which require a blend of technical know-how and soft skills to guide and influence the organization's transition.

POMALA SYSTEMS| Frisco, TX   02/2021 – 04/2021
Lead Agile Transformation Coach, Product Delivery, Portfolio Management   09/2020 – 11/2020
Lead Agile Transformation Coach, Product Delivery, Portfolio Management   06/2020 – 08/2020
Coordinated Lean Portfolio Management (LPM) launch and optimization, integrating technical concepts like DevSecOps and CI/CD. Focused on overseeing portfolio Kanban and lean budgeting. Delivered Scrum, Kanban and SAFe training to management, teams, stakeholders, vendors, sponsors, and executives. Worked with Tableau developers to create common Agile tools, dashboards, templates for IT and Business leaders to get insightful reports that measured early identification of risks/issues and Agile adoption.
- Provided team level, program, portfolio and executive SAFe training, coaching, knowledge sharing recommendations throughout the process to reach the organization's product delivery goals.
- Facilitated multiple executive and stakeholder sessions to validate training needs, design workshop training objectives and course content.
- Coached the organization on upholding lean values and principles including collaboration, team self-organization, continuous improvement, and flexibility to adapt to emerging business needs.
- Worked with Tableau developers to create metric dashboards that showed the progression of Agile adoption, predictability, velocity, value metrics, and risk as well as stakeholder engagement and employee satisfaction.

MATLEN SILVER| Somerville, NJ   10/2019 – 09/2020
Lead Agile Transformation Coach, Product Delivery, Portfolio Management
Used lean-thinking, executive, program, and enterprise coaching directly responsible for the Agile transformation and adoption. Responsible for providing guidance, standardization, and best practices on Jira, Jira Align, Agile View and Tableau to be implemented across the organization. Partnered with Agile Champions across the organization and the Agile Center of Excellence (CoE) to organize specific SAFe/Agile workshops at the team, portfolio, and executive level.
- Conducted in-house SAFe training classes with competency, leaning on in-depth knowledge of SAFe, and Lean-Agile.
- Guided transformational change with executives, managers, program, and team levels, in a large matrixed organization, helping them see broader perspectives, and shifted mindsets to adopt new skills associated with self-governing product teams.

- Worked in tandem to coach Lean/Agile principles to enterprise initiatives, objectives and key results which extended beyond IT/software development (i.e., HR, Finance, Operations, etc.)
- Created Agile program structuring governance and product roadmaps that rely on facts rather than opinions, and promoted transparency, and collegiality across the various teams.

NATIONAL LIFE GROUP| Addison, Texas   12/2018 – 06/2019
Director of Agile

Uses advanced enterprise coaching, organizational development, culture, change management, lean-thinking, and leadership to impact the organization on their Agile transformation journey. Directly responsible to partner with the business units to develop an integrated view of enterprise strategy, enterprise transformation, defining and delivering strategic initiatives, and value stream mapping that enables the business to transform to meet growth and operational efficiency objectives utilizing Lean and Agile practices.

- Translated internal client business strategy into actionable value creating ideas product delivery roadmaps.
- Responsible for providing knowledge and expertise around enterprise Agile processes and lean portfolio management while coaching leadership roles in the organization to successfully lead and manage concepts at the enterprise level.
- Directly influenced and educated executives, leaders, business units, and technology teams on OKR's strategy, portfolio management, Agile principles, values, and techniques.
- Partnered with the business in the creation and execution of business strategy transformation and in the defining and delivery of strategic initiatives to transform the business through vision and organizational roadmaps.

TOYOTA CONNECTED | Plano, Texas   08/2017 – 12/2018
Lead Enterprise Coach

A champion of Agile and Lean software development, responsible for moving the dial towards rapid delivery, high quality portfolio management, on target business value, and increased trusted partnerships and customer satisfaction through Agile Caching and organizational transformation.

- Guided the customer organization on the right path for Scaled Agile adoption, lean portfolio management and maturity.
- Developed an Agile leadership methodology that addressed Agile execution issues, enhanced corporate governance, and contributed to improved staff performance and satisfaction with low turnover of 10%.
- Facilitated the Enterprise Agile transformation and coordinated Agile adoption for executive leadership and teams across multiple sites in the US and Internationally.
- Mentored, coached, and supported business partners, and external vendors in the creation and execution of organizational transformation, data policy, strategy, standards, governance, quality to align with the organization Agile/Lean practices.
- Created custom workshop material for teams, executives and program/portfolio management that fostered an environment of learning and heightened skill-set development toward scaling multiple teams/portfolios and supporting the organizational transformation.

ALKAMI | Plano, Texas   10/2016 – 08/2017
Lead Enterprise Coach

Responsible for leading, coaching, and mentoring teams and executives in a commercial software development organization. Guided and coached executives, managers, teams to implement Agile development approaches to transform teams and the organization.

- Coached and assisted leaders through their Agile transformation. Directly influenced trained, and educated executives, leaders, business units, and technology teams on Agile principles, lean-thinking, values, and techniques.
- Guided teams in defining product strategy, roadmaps, OKR's and executing throughout the product lifecycle, leveraging Agile tools and frameworks for continuous improvement.

- Coached implementation teams, aligning with the job's focus on overseeing value stream launch and maximizing value flow in portfolio management.

DEALERTRACK (COX AUTOMOTIVE) | Plano, Texas   10/2013 – 10/2016
Agile Coach/Scrum Master
Coached teams on defining the product strategy, product planning and execution throughout the product life cycle. Helped teams identify existing and new technologies as well as market developments and competition and develop product technical specifications and requirements according to needs.
- Coached the organization to deliver intended product value in support of strategic and operational priorities by increasing capabilities across multiple portfolios and business units through the development and delivery of training, coaching, mentoring, consulting, project.
- Facilitated all aspects of the team's planning and prioritization process. Leveraged knowledge of Agile and tools. Coached the team on lean portfolio, Scrum, and Kanban with a goal of continuous improvement.
- Coached Salesforce implementation teams, aligning with the job's focus on overseeing value stream launch and maximizing value flow in portfolio management.

INSIGHT ENTERPISES | Plano, Texas   05/2012 – 05/2013
Program Manager/Product Owner
Managed IT programs, overseeing cross-functional teams and coordinating successful project delivery aligned to key objectives. Engaged in requirements gathering, ROI analysis, and stakeholder communication, resonating with the job's emphasis on advanced consultative and negotiation skills, and the ability to manage complex programs and multiple priorities.
- Conducted cross functional meetings with various internal/external stakeholders to gather business requirements.
- Developed, defined, and wrote business requirements and assisted in identifying Return on Investment (ROI) surrounding the development of new product features and functionality.
- Participated in working sessions with developers to resolve system defects with the solution that fits our client's and vendor's needs.
- Addressed and resolved the concerns, issues and questions surfaced by internal/external stakeholders, clients, and strategic partners through day-to-day support channels. Assisted in the prioritization of work within the department through communication with key business stakeholders as well as objective measurement of benefits and costs.
- Contributed to the development of the eCommerce roadmap by identifying new client-centered functionality, quality improvement initiatives, technological advancement, and competitor match and advantage.

DYNCROP INTERNATIONAL | Ft. Worth, Texas   11/2009 – 01/2011
Sr. Proposal Coordinator
Prepared and maintained proposal schedules and workspaces referencing matrixes, work packages, forms, and outlines. Performed compliance and government cross checks. Worked with Proposal Managers in developing and updating Proposal Management Plans.
- Supervised the proposal publication process, including word processing, graphics, desktop publishing, and production for draft and final proposal production of all assigned proposals.
- Developed and updated plans, schedules, materials, and files; coordinated with other process specialists; coordinated reviews.
- Gathered requirements, created Proposal Information Documents (PID) after reviewing Request for Proposals (RFP) and ensured adherence to all government required instructions.
- Worked closely with customer/requestor to ensure job requirements were to company standard and to customer satisfaction.

BLOCKBUSTER ONLINE | Dallas, Texas   07/2008 – 07/2009
Content Manager

Worked directly with Project Managers, Product Managers and Creative Teams to coordinate tasks, resources, deliverables, and timelines. Facilitated the flow of information between Online Strategy, Marketing, and other online production teams such as Project Management, Development and QA.

- Conducted meetings with internal/external stakeholders to gather business requirements.
- Created test cases and user stories as needed for new site functionality.
- Performed QA proofing and/or user acceptance testing (UAT) on all content changes to site.
- Worked with teams to analyze site data in support of strategic decision making, forecasted resource needs to manage group workflow.
- Assisted in driving projects from planning, through implementation, to measurement within mixed team environment.
- Identified and managed changes in project scope as it impacts overall team schedule.

HUTTON COMMUNICATIONS| Carrollton, Texas   02/2005 – 05/2008
Product Business Analyst
Assisted Project Managers, Product Managers, Buyers, Inside Sales and Outside Sales with procurement requirements and produced expected delivery date reports for individual projects/programs.

- Responsible for initial price setup using JD Edwards, including maintaining current cost and selling prices, parts accessories, substitutes, keywords, weights, dimensions, and product warranties.
- Researched & advised on Purchase Order acknowledgement pricing discrepancies and variances using system weekly generated reports.
- Worked closely with Buyer's, Product Managers, Inside and Outside Sales to assist with buying computer accessories to include hardware, software, printers, laptops, and desktops.
- Analyzed & compared system pricing with vendor pricing prior to system migration.

UNITED STATES AIR FORCE| Kadena Air Base Okinawa, Japan   05/1999 – 05/2003
Radio Operator-3C1X1
Operated, deployed, and sustained radio transmitters, receivers, and ancillary equipment for line-of-sight, air-to-ground, and satellite communications (SATCOM).

- Provided multiple spectrum (HF, VHF, UHF, SHF, EHF) communications in fixed, tactical, environments.
- Configured antenna and radio equipment for efficient operations. Established and maintained communications links with distant stations.
- Operated terminal control consoles and monitored system performance indicators.
- Implemented operational directives, managed communications facilities, and activities.

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EDUCATION

Bachelor of Applied Arts and Sciences in Business Management, Texas A&M Central Texas

SAFe 6.0 Program Consultant (SPC)

SAFe 5.0 Enabled to Train and Certify - *Scrum Master, Lean Portfolio Management, Product Owner/Product Manager, Advanced Scrum Master*

Certified Agile Leadership (CAL1)

Certified Scrum Professional (CSP)

Certified Scrum Master (CSM)

Professional Scrum Master (PSM I)

ICAgile Certified Professional (ICP)

Certified Scrum@Scale Practitioner (SaS)

Path to Agility Practitioner