

ENGINEERING EVANGELINE.



CONTRACTOR

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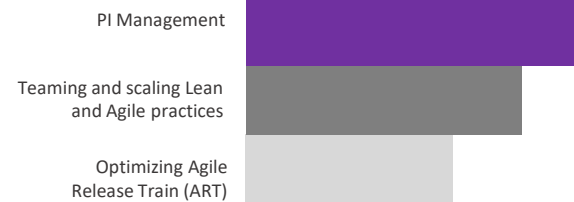
It's all about empathizing and connecting with developers.

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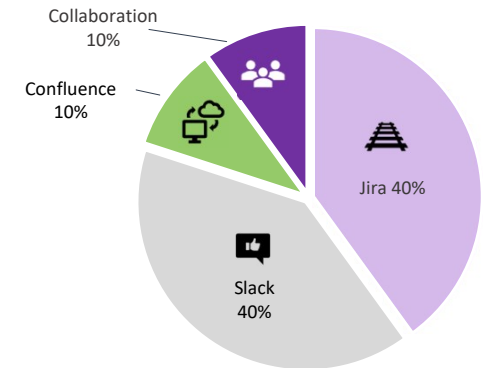


LOCATION: Columbia, MD
AGE: 42
JOB TITLE: Release Train Engineer
JOB LEVEL: 
EDUCATION: M.S. Computer Science
TECHNOLOGY: 

MAJOR ACTIVITIES



TOOLS



MY STORY

I spend most of my time collaborating with developers, facilitating meetings and Agile ceremonies, and collaborating with a diverse team to keep things on track. A day in my life looks so different depending on where we are within a Program Increment (PI). At the end of the day, my job is to make sure commitments are met and to serve others (developers, product owners, scrum masters, CMS stakeholders, and more).

There is not enough time in the day to get everything done, but I would not trade my job for anything. I work with a talented team, and I'm surrounded by stakeholders who are as enthusiastic about our work as we are. I work very closely with the LOB manager, the backlog manager, and our communications lead.

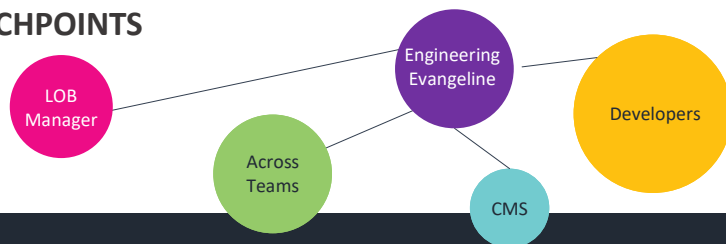
FRUSTRATIONS

- Obtaining and managing contact information for many contractors and team members can be challenging
- Integration between Jira and collaboration tools (Mural and Miro) does not currently exist
- Sometimes, the reluctance of contractors to share information inhibits problem-solving and team collaboration
- More opportunities to make a positive impact and work than hours in the day
- Decision-making by stakeholders sometimes appears to be slower than is necessary
- The need to work remotely because of COVID-19 has brought about new challenges to help keep teams fresh and focused

MOTIVATIONS

- Coaching team members to bring out their best work and to build a high-value team
- Building an environment that supports collaboration and teamwork
- Keeping teams on track and meeting deliverable dates
- Managing risks and escalating issues to stakeholders

TOUCHPOINTS



RELATED JOB TITLES

SAFe Coach and Agile Release Train Engineer

Uber Scrum Master

Master Scrum Master

Program Manager



QNET INTERNAL PERSONA