PAUL MURRAY

Personal Details:

Nationality: Irish (Australian Permanent Resident)
Mobile: 0420 277 723
Email: paulhughmurray@gmail.com
Current position: Kolmeo - Scrum Master

Career Summary:

I believe in the values and principles of the Agile Manifesto for software development. Professionally I've been supporting teams with a focus on; SCRUM, Kanban, Core Protocols and lean startup principles.

I have been a Scrum Master, Product Owner and more recently a UX designer for 9 years, and ultimately part of project and product teams for the last 12 years.

Having worked at Toyota, learning how the Toyota Way and Toyota Production System has had such an impact on the automotive industry, and in turn lean software development
I am continually looking to further my experience and, thus grow my career.
Please find below, a detailed history of my experience.

Technologies:

Stack: Javascript, Typescript, React, Angular, C#, Java, PHP, Azure(AKS), Docker, Jest(ts-jest), Django

Platforms: Salesforce, MSDynamcis, Sitecore, Blackboard, Raspberry Pi, Wordpress, Canvas

Tooling: New Relic, Google Analytics, Domo, Crazy Egg, Figma, JetBrains, GitHub, BitBucket

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Current Position:

Scrum Master

Kolmeo, Dec 2020

- Formed a new team
- Reduced process to increase throughput from the team, formed a story map and a simple new story by story process
- By prioritised working software as our key metric, it led to the team increasing speed significantly in a very short time frame(6 weeks)
- Focused on limiting work in process, finishing what the team start and starting new initiatives together
- Emphasized interactions and conversations over heavily documented stories in Jira(but not dismissing the need for the tool). This was done through story by story "kick offs"(aka 3 amigo's) and keeping stories small and encouraging frequent story by story product reviews to bring feedback back to the team earlier and more regularly.

- Initiated the Product Owner to commence customer interviews for the high risk features, which resulted in an ~$15,000 saving in a reduction in developers times on a feature not needed by customers

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History:

Iteration Manager

University of Melbourne, Aug 2020 - Dec 2020

- Manage and track sprint progress against budgeted hours and schedule, maintain sprint flow by removing blockers and bottlenecks, focusing on goals and communicating any potential risks and recommending solutions and resolving more complicated project issues
- Initiated continuous process improvements and best practice
- Facilitate; sprint planning, showcases, retrospectives, daily stand-ups
- Cultivate and encourage a culture of agility and openness
- Continuously working with the Product Owner to identify and manage stakeholders, understand stakeholder interests and end user problems
- Regular communication with stakeholders to develop a common understanding of new features or changes introduced by the solution
- Facilitate discovery workshops with business and technical stakeholders, story prioritization and estimation with the Product Owner or other stakeholders and perform story walkthroughs with project team members

Iteration Manager /UX Designer - Proxy Product Owner

Toyota, Jan 2019 - Aug 2020

Toyota Used Vehicle Platform(TUVP) - www.toyota.com.au/used-cars(SiteCore 8.1 -> 9.2, React, C#)
- Re-designed the search results page, simplifying the user journey. The outcome has seen a 33% increase in user engagement and lead generation for dealerships
- Re-designed the "details" page for all vehicles. The objective was to improve the time spent on page, and increase phone and email lead generation, up 24% as compared the same time the previous year
- Facilitated the establishment of the teams agreed ways of working, with a focus on uncovering the enabling constraints and a strong emphasis on measuring progress based on working software and success based on customer impact
- Introduced mapping to improve the awareness of our product, and from their establish a release plan. This artefact has enabled the product owner and team have deeper conversations about our immediate and future direction and visualise where in the user journey we are focused
- Facilitation of daily scrum, sprint planning, sprint review and a weekly retrospectivesCareer

- Salesforce Project Manager, remediation of multiple Salesforce instances, into a single instance. Re-designing Service Cloud workflow for the Toyota Australia call centre.
- Spun up a 100% remote team, I was the sole project representative on-site, while the delivery team was based in India

Agile Coach

Mondo Power, Oct 2018 - Jan 2019(Angular, C#)

- Divided one large team of 19 into two autonomous teams of 10 and 9
- Educated the teams and stakeholders on the importance of autonomous teams, focused on empowering the teams to be able to take something from an idea all the way into production without the need to handoff and wait for another team
- Facilitated and established a team charter
- Helped coach the teams in Test Driven Development and Pair Programming
    - TDD was started to improve quality and reduce defects
    - Pair Programming was started to reduce the dependencies the teams faced on specialists and increase the quality of the code base
- Facilitation of daily scrum, sprint planning, sprint review and a weekly retrospective

Scrum Master

Salesforce - Professional Services Division, May 2018 - Oct 2018(Salesforce, Apex, Javascript)

- Established quick rapport with the client(NEXTDC) to focus on creating delivery momentum through working software
- Delivered and released working software for the client within the first sprint
- Introduced a Product Owner and negotiated the co-location of our SCRUM team, which involved moving resources from around Melbourne and Sydney to one location.
- Applied the SCRUM framework in order to de-risk the client's investment in Salesforce and to ensure strategic objectives were met
- Reduced the Sprint cycle to one week in order to increase the client's engagement in the build and decrease the feedback loop, thus increasing transparency and understanding of the client's requirements with the development team
- Supporting and educating the Product Owner in backlog refinement, grooming and management of certain impediments
- Facilitation of daily scrum, sprint planning, sprint review and a weekly retrospectives

Product Owner, Digital Customer Engagement

Parks Victoria, July 2017 -- May 2018(SiteCore 9.2 implementation, Javascript)

- Delivered business case justifying the digital transformation that was approved by Parks

board of directors, thus releasing $4.5 million in project funds
- Market assessment of best of breed digital partners
- Established a partnership with New South Wales Parks to share technology IP in the form of a mobile app. This increased Parks time to market and reduced the cost of building an app from scratch
- Established a team of 9 experienced contractors, Product Owner, UX Designer, Back and Front-end developers, Business Analyst, Data Analyst, Content editor and content producers
- Delivered our first increment 26 days ahead of schedule, with a beta platform that was public facing
- Led full implementation a CI/CD pipeline, including automated testing
- Established and applied SCRUM framework and lean startup principles to reduce risk and validate learning on customer requirements
- Used part of the "Core Protocols" with my team, initiating a "CheckIn" protocol with the aim of increasing the teams "safety" and thus help in delivering greater quality

Senior Manager, IT Innovation, Governance and Projects

Parks Victoria, March 2017 - September 2017

- Leading the delivery of the IT Program of Work that aligns to the Analogue to Digital 2020 strategy
- Keeping abreast of all new technologies and capabilities which will modernise Parks Victoria's IT eco-system and maintain a robust network within the IT industry both within Government and Private Enterprise.
- Leading the establishment of a culture of innovation at Parks Victoria, in alignment with agreed governance frameworks
- Leading the maturation of the business analysis focus at Parks Victoria, through documented processes and identifying opportunities to improve practices in alignment to agreed methodologies.
- Continual evaluation IT functionality ensuring fit for purpose outcomes adhering to Enterprise Architecture principles.
- Developing and maintaining empathic relationships with the organisation to ensure IT solutions align with business operations and desired business outcomes
- Vendor management to ensure procurements, contracts and commercial arrangements deliver business value and desired outcomes
- Providing expert advice regarding fit for purpose IT solutions, supported by structured business analysis
- Ensuring Parks Victoria's IT governance procedures are followed
- Ensuring open and transparent communication across the IT Branch and the wider organisation
- Effectively manage and lead the Innovation, Projects and Governance team

Product Owner – December 2015 - May 2017
ANZSOG (Australia New Zealand School of Government) – Independent contractor

Project Manager for the following key projects:
- Enterprise rollout of Salesforce - CRM
- New Learning Management System(Canvas)
- New ERP financial system(MYOB Advanced)

- Redevelopment of public website(Joomla CMS + Salesforce Communities Portal)
- Development and rollout of an electronic document management system(SharePoint)
- I.T. Hardware strategy(Move to Citrix WYSE zero clients)
- I.T. infrastructure enhancement(Move to NEC Citrix XenApp)
- Fortnightly reporting to I.T. Project Control Board
- Delivery of project 'stand-up' meetings weekly in the form of a Kanban 'wall'.

IT Project Manager – May 2015 - December 2015
Swinburne Online (OES Services) – Aon Hewitt Best employer; 2014, 2015

- Management and delivery of all projects relating to the Student Portal – approx. 9,000 active students
- Management and delivery of all projects relating to Swinburne's CRM - Salesforce
- Vendor management in relation to all projects; development schedule, delivery and support
- Financial project reporting, responsible for $500,000 I.T. project budget.
- Adherence to agile project management methodology
- Management of I.T. program of work
- Delivery of project 'stand-up' meetings weekly in the form of a Kanban 'wall'.

IT Project & Digital Communications Manager, June 2011 – May 2015
Ballarat Clarendon College, Ballarat.

- Audit on technology related areas at Clarendon College, including; existing communication channels, technology infrastructure both hardware and software, establishment of I.T. program of work.

- Led the alignment of all disparate I.T. systems utilising existing and new technologies to integrate and thus improve the end user experience.

- Implemented a custom Microsoft SharePoint 2010 Intranet and Extranet (and subsequent upgrade to Microsoft SharePoint 2013) for the use by students, staff and teachers, titled "connect@clarendon". The purpose, to streamline and improve the accuracy and visibility on reporting, workflows, information management and communication.
- Managed the redevelopment of the corporate website with a brief to reflect the current culture of Ballarat Clarendon College.
- Creation and continual adherence to the social media strategy
- Management and coordination of social media in line with the overarching strategy

Project Manager CRM Data, March 2011 – June 2011
Cancer Council Victoria, Melbourne.

- Managed, maintained and improved the Online Fundraising System (Artez). Involving a review and assessment of current needs of Cancer Council Victoria for online fundraising ensuring departments were utilising the current systems to their full capacity.
- Implementation of consistent quality standards and audit checks regarding the online system.
- Managed the rollout of the Daffodil day volunteer database. Making the

database accessible to all the volunteers within Victoria selling daffodils that day

National IT Support, November 2010 – March 2011
Timken Ltd, Ballarat.

- Maintained hardware, software and communication services to all Timken offices across Australia.
- Performed BI reporting
- Performed infrastructure upgrades

Technical Project Manager, May 2010 – November 2010
McColl's Transport, Geelong.

- Performed business process analysis on internal ERP systems.
- Analysed existing IT infrastructure and established and implemented an improvement strategy.
- Designed IT solutions to enhance ERP system.

Software Consultant & Project Coordinator, February 2009 – May 2010
Translogix Systems, Sydney

- Software support for large transport and logistics companies.
- Conducted reviews with clients to improve their system usage.

Sales Executive, July 2008 - February 2010
Marcus Evans, Sydney

- Promoted and sold IT events and conferences throughout Australia and Asia. This involved day to day dealings with CEO's and MD's within the Information Technology and Telecommunications industry as well acknowledge on the latest trends within the industry space.

Events Manager/ I.T. Coordinator, 2008
Event Bars Ltd, Galway, Ireland

- Developed internal I.T infrastructure in this new business.
- Established a company database.
- Managed day to day business operations and client interaction.
- Contributed to marketing strategy and implementation.

Help Desk Support Officer, 2006
Hewlett Packard, Galway, Ireland

- Dealt with day to day IT issues from internal staff.
- On-Site problem solving, ranging from hardware to software.
- Hardware and software maintenance and administration.
- Monitored, maintained and ran queries within systems to keep software systems up to date and easy to use.

Irish Rowing Team, 2005 - 2008
Heavyweight sweep & sculling squad

- Member of the Irish Rowing Team, 2005, 2006 and 2007
- Gold Medal - World University Games, 2006
- Fifth place at Under 23 World Rowing Championships, 2006
- Captain of the Men's Coxless Four (Under 23 Squad)
- Competed in four World Cups Regattas
- Captain University Boat Club
- Established a fundraising committee to support the Irish Special Olympics Team

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Education:

Bachelor of Science - Information Technology and Business studies
National University of Ireland, Galway (NUIG)
Graduated with Honours in 2008.

Advanced Business Computing, Visual Basic for Applications (Microsoft Excel)
Galway Mayo Institute of Technology, Ireland
Passed with Distinction in 2001.

Business computing, Microsoft Office Applications
Galway Mayo Institute of Technology, Ireland
Passed with Distinction in 2000.

ITIL V3 foundation certified, 2017

DSDM foundation and practitioner certified, 2017

Interests:

- Sport – Rowing, Brazilian Jiu Jitsu, Boxing, Running
- Coding - Ruby on Rails, PHP, Java
- Music (playing guitar)
- Spending time with family
- Reading as many books as I can

References:

- Supplied on request
- Visit my LinkedIn Profile here for recent recommendations against my roles.