

# Rossana Massone

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## **Agile Coach and Scrum Master** Technical Expert of Agile Methodologies

Positive and extrovert. Strong organizational and communication skills. Exceptional leader talented at communication skills, responsibility skill and strongly self-motivated. Technically-savvy with outstanding relationship building, training and presentation skills.

- Strong verbal communication
- Self-motivated
- Highly Responsible
- Team Leadership
- People person
- Conflict Resolution
- Scrum Methodologies
- Management among others

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## **Professional Experience**

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### **TeamSystem S.p.A - Torino** **Agile coach and Scrum Master**

From Sept 2021 till present

Facilitated the transition of the applications from waterfall to Agile as a Coach, while also acting as the Scrum Master of five teams

- Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team. Placed substantial efforts on team member role training, time-boxing and providing strong metrics for all players
- Brought in Agile best practices such as time-boxing, continuous integration, code/design reviews, transparency, accountability, rally tracking, product visioning, technical debt reduction, self-management, empowerment and role training resulting in realized velocity improvement of more than 100%
- As a Scrum Master for different products and identified process changes required to accelerate development and remove major
- Good use PC: Excel, Word, PowerPoint and all Office instrument

**Risk Control srl - Pavia**  
**Agile coach and Scrum Master**

Apr 2019 to Sept 2021

Facilitated the transition of the applications (20+ people) from waterfall to Agile as a Coach, while also acting as the Scrum Master of two mixed on/off shore teams

- Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team. Placed substantial efforts on team member role training, time-boxing and providing strong metrics for all players
- Brought in Agile best practices such as time-boxing, continuous integration, code/design reviews, transparency, accountability, rally tracking, product visioning, technical debt reduction, self-management, empowerment and role training resulting in realized velocity improvement of more than 100%
- As a Scrum Master for three products and three separate cross-site teams (20+ people), identified process changes required to accelerate development and remove major impediments. In eight weeks, reduced time to ship by approximately 30%. To achieve these results, updated group's processes to conform to Agile Scrum standards
- Facilitated Scrum of Scrum calls for seven different billing applications following Agile process

**Comdata - Ivrea (TO)**  
**Inbound call center employee.**

Sep 2018 to Nov 2018

Inbound call center agent for Iliad customer account. Back office operations.

- Good use PC: Excel, Word, PowerPoint. Iliad operating systems

**Core Informatica - Pont Saint Martin (AO)**  
**Call Center Inbound Call Manager.**

Oct 2017 to Mar 2018

Top Holding employee of Inbound Top Holding Telecom customers. Management of Telecom employee complaints and various back office operations.

- Good use PC: Excel, Word, PowerPoint. Telecom operating systems

**SMA srl - Burolo (TO)**  
**Catering activity manager.**

Dec 2015 to Oct 2017

Food and beverage manager, supplier management, contacts with customers and business promotion. Daily cash management and first note. General accounting records and invoice registration.

- PC use: Office package (word, Excel, PowerPoint)

**Manitalidea S.p.A. - Ivrea (TO)**  
**Employed in Government Headquarters.**

Sep 2014 to Dec 2015

Control and organization of maintenance tickets opened by customers, telephone assistance and ticket assignment.

- Use of operating systems: ARCHIBUS and CRM for Telecom customer management.  
Office package use (word, Excel, PowerPoint)

**Core Informatica - Pont Saint Martin (AO)**  
**Inbound-outbound call center operator.**

Sep 2011 to Dec 2013

TIM call center operator for Top Holding customers, use of operating systems: CRMA, Simba, CRMB, ASAP, EBS and TSS.

RIF back office operations using the SMAS operating system

**Mister Diver Underwater Company - Egypt**  
**Diving Center Manager.**

Feb 2004 to Jan 2011

Staff management and work organization in the assigned structure, supervision duties and accounting control.

PADI didactic teaching.

Accounting kept by the center and the shop with weekly report and closure. Promotion and sale of treated products such as courses, diving and various materials

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## Education and Training

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**Scrum Master Certification**  
International Scrum Institute

*May 2021*

<b>Agile Coach Certification</b> International Scrum Institute	<i>Apr 2019</i>
<b>Agile Training as Coach</b> Risk Control	<i>Jan 2018</i>
<b>First Aid Cours - SMA srl Burolo TO</b>	<i>Nov 2017</i>
<b>HACCP and SELF-CONTROL</b> Consorzio Formazione Canavese	<i>Mar 2016</i>
<b>Work Safety Course</b> Manitalidea Ivrea	<i>Nov 2015</i>
<b>Call Center and Help Desk Employee</b> Ebitemp	<i>Aug 2011</i>
<b>MSDTrainer - PADI International.</b>	<i>Jan 2010</i>
<b>ITIS G.Cena • certificate</b> Diploma in Accountant and Developer	<i>Jul 1992</i>

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## Languages

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<b>Italian</b>	<i>native language</i>
<b>English</b>	<i>fluent</i>
<b>French</b>	<i>scholastic</i>

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## Volunteer Experience

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<b>Fidaf</b> American Football Referee.	<i>2018 to present</i>
<b>PADI</b> Master Scuba Diver Trainer	<i>2004 to present</i>

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## **Communications & Relations Skills**

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I am a creative collaborator and proactive in group dynamics, I am able to effectively organize my work and the work of the group as I could prove on several occasions during my career.

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## **Organization Skills**

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Analyze efficiently and establish priorities to be addressed and respected in order to achieve business and personal goals. Working with rationality and diligently, maintaining a high level of precision.  
Great ability in problem solving and in the improvement of production processes.

**REFERENCES:** Available on request.