

# DARREN K. SHAFER

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## Enterprise Agile Coach | Senior Scrum Master | Agile Transformation Leader

Executive Advisory • Agile Operating Model Design • PI Planning  
Delivery Governance • AI-Enabled Workflow Automation

### Core Competencies

- Enterprise Agile Coaching
- Senior Scrum Master Leadership
- Agile and Hybrid Transformation
- SAFe, Scrum, Lean-Agile
- Executive Advisory & Alignment
- PI Planning and Roadmapping
- Backlog and Delivery Governance
- Azure DevOps, Jira, Rally
- Workflow Automation
- Business/IT Transformation
- Cross-functional Leadership
- Process Improvement

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Enterprise Agile Coach and Senior Scrum Master with deep transformation experience across healthcare, telecom, finance, banking, and travel. Partner with executive and cross-functional teams to design operating models, coach Agile adoption, improve delivery governance, and translate strategy into roadmaps, backlogs, and execution plans. Strong background in Azure DevOps, Jira, workflow automation, and AI-enabled decision support.

### Professional Experience

BeQic, LLC, Houston, TX

Jan 2026 to Present

Enterprise Agile Coach, Agile Transformation Leader, Senior Scrum Master, Board Member

**Enterprise Agile Coach** and Board Member for Houston-based startup BeQic, providing executive advisory support across launch strategies, Agile operating model design, delivery governance, and workflow automation. Partner with the CEO and senior leadership team to align business goals, roadmaps, and execution plans for go-to-market readiness.

- Advise the CEO and 5-member senior leadership team on startup launch strategy, business planning, Agile ways of working, and execution discipline from ideation through go-to-market readiness.
- Build, configure, and administer the Azure DevOps environment, including operational structures, work item hierarchies, templates, boards, and supporting artifacts used to manage planning and execution.
- Serve as Senior Scrum Master and internal Agile coach to leadership, facilitating roadmap development, backlog refinement, prioritization, PI planning, and launch-focused execution planning.
- Design/build workflow automations using Power Automate, SharePoint, Teams, and Azure DevOps to improve productivity, reduce manual effort, strengthen process consistency, and minimize errors.
- Coach leaders on SAFe, Scrum, and Lean-Agile principles while helping convert strategic goals into actionable epics, features, user stories, roadmaps, and delivery plans.
- Apply AI platforms and automation tools to accelerate research, decision support, process design, and content development, helping leadership make more informed, industry-aligned decisions during startup.

**Tools:** SAFe, Scrum, Lean-Agile, Azure DevOps, Power Automate, SharePoint, Teams, Microsoft 365, Microsoft Copilot, ChatGPT, Claude, Gemini, NotebookLM

Apex Systems, Overland Park, KS

Sep 2022 to Jan 2024

Senior Project Manager, Agile Coach, Senior Scrum Master, Kansas University Medical Center

**Senior Project Manager, Senior Scrum Master and Agile Coach** for the Kansas University Medical Center as a consultant through Apex Systems, providing leadership and guidance to Operations and IT leaders, multiple

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development teams and other project managers, product owners and Agile project teams.

- **Agile Transformation Lead** for KUMC's HITS (Health Information Technology Services) organization Frictionless and Ambulatory scrum teams responsible for **automating** clinical and ambulatory **business and data processes, table migrations, and system/application usage reporting**.
- Facilitated **Agile/Scrum training** sessions for the HITS teams, coaching and supporting their planning, iterations, and meetings until they could successfully transition to their designated internal scrum masters.
- **Senior Scrum Master** for KUMC's **Frictionless Enterprise Program** consisting of multiple teams, **coaching, and leading their adoption of Agile and Scaled Agile**.
- **Developed new and improved processes** for product/project management and **reporting** utilizing browser-based Planview AgilePlace and SharePoint **to support scaled Agile transformation**.
- Produced multiple ongoing **executive-level** communications/reporting **information radiators** that were adopted and utilized by teams and leadership to **assess, predict and improve performance**.

**Tools:** Agile/Scrum, SAFe, Planview AgilePlace (formerly LeanKit), SharePoint

T-Mobile, Overland Park, KS

Oct 2019 to Sep 2022

Senior Project Manager, Agile/Scrum Transformation Coach

**Agile Transformation Coach, Program/Project Manager, and Scrum Master** for the strategic alignment and transformation of T-Mobile's **Enterprise Fraud Management** organization.

- **Led Fraud Technology**, Data Science, Data Analytics, Reporting, Business Intelligence, Strategy, and Compliance teams to an Agile framework, migrating from Rally to **Jira, Jira Align, and Confluence**.
- **Led multiple enterprise-level projects** in their adoption of **SAFe, PI Planning** sessions and preparing Product deliverables for consumption by Enterprise Technology Services in **Jira & Confluence**.
- Collaborated with and **led multiple initiatives** for the Data Reporting, BI and Data Science teams to **automate** the acquisition and transformation of data from multiple sources to **prevent or mitigate losses**.
- **Led multiple** Fraud Management teams to **consolidate, migrate and sunset** legacy platforms (e.g., **SQL Server, Teradata, AWS, Snowflake**) utilizing **Jira, Jira Align and Confluence**.
- Produced multiple **executive-level communications/reporting** information radiators utilizing **Jira, Jira Align, Confluence**, Tableau and Power Point decks. Performed **Jira training** for multiple teams.

**Tools:** Agile/Scrum, SAFe, Rally, Jira Align, Jira, Confluence, Visio, SharePoint, Tableau, Power BI

ShaferNet Consulting, LLC, Olathe, KS

Sep 2018 to Oct 2019

IT/Business Management Consultant

**Management Consultant** providing **IT/Business Leadership**, Business Process Management, **Project Management, Agile/Scrum coaching**, System/Software Integration, and web development services.

- Partnered with **DataLoc** to develop **strategic roadmaps**, business process maps and a presentation document for their **SolarWinds** Enterprise Tool Analysis and Architecture Recommendation for the USAF.
- Contracted with **The Kansas City Southern Railway** to help them develop IT/Business solutions on the **ServiceNow** platform and provide Agile coaching for a development team, BAs, and managers.

**Tools:** Adobe Suite, MS Office Suite, ServiceNow, SolarWinds, Jira, Confluence, Trello, Agile/Scrum, SAFe

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**Charter Communications**, Greenwood Village, CO

Aug 2016 to Jul 2018

Senior Project Manager, Agile/Scrum Transformation Coach, SA, SASM

**Senior Project Manager, Agile Transformation Coach, and Scrum Master** for the transformation of 15 Charter Communications, Spectrum Enterprise Commercial **Product Development** and **Emerging Technologies** teams.

- Led Agile/Scrum adoption/execution for highly technical engineers in planning and delivery of leading-edge business, network and technology solutions **for large scale commercial products** and customers.
- **Led SAFe adoption, transformation of 15 teams and 60 projects** across Spectrum Enterprise for Emerging Technologies, Enterprise Product Data, Voice, Video and Client Experience.
- Led **Enterprise Product tools migration to Clarity and Jira**. Created and led **Jira User Training** classes.
- Contributed to leading the understanding, adoption, and integration of SAFe across the organization.

**Tools:** Jira, Confluence, Agile/Scrum, Kanban, SAFe, MS Project, Visio, Clarity

**Schwab Charitable**, Lone Tree, CO

Nov 2014 to May 2016

Project Manager, Agile/Scrum Coach, Transformation Consultant

**Scrum Master** and **Agile Coach** for Schwab Charitable's Distributed Application Support and Critical Engineering teams (**Database & Web Services**), and Operations Technology UI Development, QA, and SOA teams.

- **Successfully led multiple projects for the transformation** of the Distributed Application Support team and Ops Central UI Development, QA, and SOA QA teams from **waterfall to Agile/Scrum**.
- Developed and delivered **self-paced and instructor led Agile/Scrum training** for team members.
- Provided input and insight to Schwab's Agile Process Community and Scrumology forum to help develop and promote common Agile/Scrum practices across the organization.
- Performed **Product Owner** role for the Schwab Charitable Charity Screens in the Ops Central application.
- Redesigned and maintained the Schwab Charitable Technology SharePoint site and wiki.

**Tools:** Agile/Scrum, Kanban, TFS, Visual Studio, SharePoint, MS Project, Visio

**Travelport**, Centennial, CO

May 2011 to Feb 2014

Senior Project Manager, Agile/Scrum & Technology Consultant, CSM

**Agile Transformation Leader** for **multiple front and back end initiatives** within Travelport's **flagship Global Distribution System** platforms, Universal Desktop™ and Universal API™.

- **Senior Scrum Master and Project Manager** providing leadership, coaching/consultation to multiple Enterprise PMO initiatives to adopt and adapt to Agile/Scrum SDLC methodologies.
- **Developed tools, processes and communication methods** for transparent, seamless Agile/Scrum and Waterfall dashboard reporting at Developer, Project, Product, Program and Executive levels.
- **Leveraged and integrated tools, languages and technologies** such as Microsoft Team Foundation Server, Visual Studio 2012, SharePoint, **Jira, Confluence**, Greenhopper, TFS Workbench, Kanban, Basecamp, Extreme Planner, .Net, WPF, Web Services, Mule ESB, Informatica and Cognos.
- **Managed** projects for six **globally distributed, cross-functional, on and offshore teams**. Reduced usable software delivery windows from 6-9 months down to 3-6 weeks and defects from hundreds to a handful.
- **Introduced new tools to improve facilitation of teamwork and communications** between global, cross-

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functional Product, BA, Development, QA, Middleware, DBAs, Architecture and BI teams, improving the delivery of complex and technically diverse end-to-end software solutions.

**Tools:** Agile/Scrum, Jira, Confluence, SharePoint, TFS Workbench, MS Project Server, Visio, Team Gantt

**Citigroup**, Kansas City, MO

Feb 2004 to Sep 2009

Senior Vice President – Technology Director

Led the North America Operations and Technology Recovery Systems organization, driving **technology direction** and developing optimized architecture, data/information **workflows and automation solutions**.

- Led **Data Warehouse and Business Intelligence** initiatives to reduce workflow overhead by 80-100%.
- Led development an **Electronic Media** solution that reduced expenses by ~\$1.6 million and created a potential annual **revenue stream upwards of \$70 million**.
- Led development of a centralized enterprise platform that **eliminated the use of non-standard risk-prone tools** from critical business processes for **over 350 IT Services**.
- Led integration of **secure file transfer** tools to **save a minimum \$100,000/year**, minimizing franchise risk.
- Developed **SharePoint** sites to manage documents and **facilitate workflow for hundreds of employees**.
- **Managed multiple critical technology vendor relationships**, contracts, and billing invoices.
- Coordinated external **Vulnerability Assessments** and on-site Third Party Information Security assessments.
- **Developed and maintained IT best practices**, methodologies, and policies to meet **SOX** compliance.

**Tools:** VB.Net, MS Access, SQL Server 2005, Teradata, Cognos, MS Project, Visio, SharePoint, MOF/MSF, ITIL

## Earlier Career Experience

Emphasis on Application Development, Business/Systems Analysis and Project Management

Built foundational experience in software development, systems analysis, project delivery, business analysis, process automation, and stakeholder leadership across telecom, healthcare, diagnostics, and financial services. Early work established the technical and operational base later applied to enterprise transformation, Agile coaching, and delivery leadership roles.

- **ShaferNet Consulting, LLC** - IT/Business Management Consultant, 2009-2011
- **Sprint PCS** - Software Engineer / BA / SA / PM, 2001-2004
- **DMR Consulting** - Senior Systems Development Analyst, 2001
- **Quest Diagnostics** (LabOne, Inc.) - IS Programmer/Analyst, 1998-2001
- **GE Capital** - IS Programmer/Analyst, 1989-1998

## Education

- SAFe® 4 Agilist (**SA**) – Scaled Agile, Inc. Greenwood Village, CO
- SAFe® 4.5 Advanced Scrum Master (**SASM**) – Scaled Agile, Inc. Greenwood Village, CO
- Agile for Teams – Agile for All, LLC Aurora, CO
- University of Kansas – Architecture and Industrial Design curricula Lawrence, KS