Matthew Comer A-CSM® A-CSPO® SAFe® Agilist SA CSM® CSPO®

Advanced Scrum Master

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Servant Leader results-driven IT professional with 25+ years of experience, combining deep technical expertise as a Developer with 12+ years of success in Project Management and 8 years as a certified Scrum Master. Adept at leading cross-functional teams, driving Agile transformations, and delivering high-impact projects on time and within scope. Passionate about fostering collaboration, continuous improvement, and innovation, with a future goal of becoming an Agile Coach to mentor teams and organizations in achieving Agile excellence.

Professional Experience

Teknikos, *Engagement Manager / Scrum Master / Business Analyst* ⧉   07/2023
      Hatfield, PA, (Remote)

- Managed and nurtured client relationships and stakeholders, serving as the primary point of contact to ensure satisfaction and alignment with project goals to ensure high levels of satisfaction and retention while driving project success.
- Utilized Agile tools of both Azure DevOps (ADO) with and Jira to track project performance, monitor KPIs, and generate reports for C-suite leadership.
- Developed and managed project budgets, writing Request for Offer (RFO) and Statement of Work (SOW) for new projects, ensuring cost efficiency while optimizing resource allocation.
- Coordinated 3 cross-functional teams both offshore and onshore remotely in EST time zome within a .NET environment to ensure smooth project execution, balancing scope, requirements gathering, timeline, metrics, Dashboards, Power BI, Gantt Charts, and financial constraints.
- Renewed an Agile transformation in the organization and established an Agile Center of Excellence (ACoE) Wiki-style repository using Confluence.

ADT ⧉

Technical Project Manager / Scrum Master   12/2022 – 05/2023
      Irving, TX, (Remote)

- Led 3 Agile development teams using Kanban to manage the end-to-end development of iOS and Android mobile apps.
- Provided regular project status updates to Directors and stakeholders, ensuring transparency on progress, risks, and key milestones.

Agile Lead / Scrum Master   08/2020 – 12/2022
- Pioneered Agile transformation in organization, enhancing collaboration and   Irving, TX, (Remote)
  efficiency across cross-functional teams building workflows and automation using
  Jira tools and also established an ACoE using Confluence.
- Led 3-7 Agile mobile iOS and Android development teams across multiple projects,
  facilitating Scrum ceremonies, delivering reports to stakeholders building Jira
 Dashboards to ensure transparency and efficiency.

IBM ⧉

Scrum Master / Product Owner   12/2017 – 05/2020
- Led the redesign of the IBM Blogs ecosystem, collaborating with design and Agile   Austin, TX, (Hybrid)
  development offshore teams to successfully launch the new design ahead of
  schedule, enhancing user experience and engagement.
- Created clear, actionable user stories in Jira from requirements, enabling the
  development team to execute efficiently support the creation and maintenance of
  over 150 IBM WordPress blogs with 12,500 authors and 1.5 million monthly page
  views.
- Facilitated Agile Scrum ceremonies and guided cross-functional teams to deliver
  high-quality products on time, improving team efficiency and collaboration.

Scrum Master   08/2016 – 12/2017
- Initiated the Agile transformation of an offshore development team, introducing   Austin, TX, (Hybrid)
  Agile best practices for improved efficiency and collaboration.
- Managed and maintained 80+ IBM Blogs (Think) ⧉ in WordPress along with
  stakeholder management, driving 20% of IBM's total web traffic through high-
  engagement marketing content.

Project Manager   01/2013 – 08/2016
- Successfully led the execution of multiple high-impact projects within the Cloud   Austin, TX, (Hybrid)
  platform, transitioning branding resources to IBM Cloud ⧉ and using Salesforce
  Marketing funnels, ensuring timely delivery and adherence to budget.
- Managed project scope, resource recruitment and allocation, and budget
  oversight, driving project success and alignment with strategic objectives for
  global teams.

Web Developer   04/2004 – 01/2013
- Developed and maintained a custom-built CMS to support the creation of over   Austin, TX, (On-
  4,000 web pages across 40 locales, enabling IBM Business Partners to access and   site / Hybrid)
  manage no-cost digital resources for business support and learning.
- Optimized application performance by identifying and resolving bottlenecks,
  resulting in a significant reduction in load times and improved user experience.

Matthew Comer Websites & Consulting, *Independent Web Developer & Consultant* ⧉   06/2002 – present
- Owner Operator of a consulting business, building client relationships through the Austin, TX, (On-
  design, development, and maintenance of WordPress, Drupal, ColdFusion, and   site / Hybrid)
  custom websites with VPS hosting servers, CPanel, and ServiceNow.
- Provide end-to-end web solutions, from initial design to ongoing support, ensuring
  reliable performance and client satisfaction and WCAG 2.1 AA Compliance.

Texas Department of Human Services, *Systems Analyst II* ⊡

04/2000 – 04/2004
Austin, TX, (On-site)

- Designed and implemented innovative technology solutions to improve system functionality for the Texas Department of Human Services.
- Developed an online repository of handbooks to eliminate the need for printed paper copies that would then be distributed throughout Texas, successfully reducing distribution costs and environmental impact, completing a 10 year project in under 4 years, per the Texas project delivery framework.

IntelliQuest, *Associate Programmer* ⊡

05/1999 – 04/2000
Austin, TX, (On-site)

- Developed online consumer surveys coding with Quancept logic flows for different paths, generating insights used in marketing reports to support multichannel campaign strategies, including targeted email marketing initiatives.
- Analyzed qualitative survey responses and with open-ended answers into numerical or symbolic formats to enable quantitative analysis using statistical tools.

Dell Computers, *Manufacturing Engineering Assistant* ⊡

04/1997 – 09/1997
Austin, TX, (On-site)

- Conducted time analysis and motion studies on manufacturing and production lines for PC, notebook, and server models.
- Collected and recorded data to evaluate workflow efficiency.
- Performed calculations to optimize production processes and improve performance.

Certificates

Advanced Certified Scrum Master® (A-CSM) ⊡
Scrum Alliance ⊡ Issued May 2021
Credential ID 1387746 ⊡

Advanced Certified Scrum Product Owner® (A-CSPO) ⊡
Scrum Alliance ⊡ Issued May 2021
Credential ID 1389062 ⊡

Six Sigma Yellow Belt Professional Certified ⊡
SCRUMstudy - Accreditation Body for Scrum and Agile ⊡
Issued Aug 2020
Credential ID 730406 ⊡

IBM Agile Explorer ⊡
IBM ⊡ Issued Aug 2018

AI & Agility: A Comprehensive Introduction ⊡
Scrum Alliance ⊡ Issued Apr 2025 ⊡

Certified Scrum Master® (CSM) ⊡
Scrum Alliance ⊡ Issued May 2019
Credential ID 1060976 ⊡

Certified Scrum Product Owner® (CSPO) ⊡
Scrum Alliance ⊡ Issued Sep 2019
Credential ID 1125587 ⊡

Six Sigma White Belt Professional Certified
Six Sigma Online - Accreditation Body for Scrum and Agile ⊡
Issued May 2025
Credential ID djQyMjMwMi0yOTg ⊡

IBM Client Centricity ⊡
IBM ⊡ Issued Jun 2017 ⊡

Project Management Essentials Certified (PMEC)
Management and Strategy Institute ⊡ Issued May 2025 ⊡

Certified SAFe® 5 Agilist (SA) ⊡
Scaled Agile, Inc. ⊡ Issued May 2021 ⊡

Scrum Fundamentals Certified (SFC) ⊡
SCRUMstudy - Accreditation Body for Scrum and Agile ⊡
Issued Aug 2020
Credential ID 801113 ⊡

IBM Automation: Compass ⊡
IBM ⊡ Issued Jun 2020 ⊡

IBM Enterprise Design Thinking Practitioner ⊡
IBM ⊡ Issued Apr 2025 ⊡

Agile Scrum Master SkillUp
Simplilearn ⊡ Issued May 2005
Credential ID 8320711 ⊡

Education

Texas State University (Southwest Texas State University), 08/1993 – 12/1999
BBA - Computer Information Systems (CIS) ⊡ San Marcos, TX
- Association of Information Systems Professionals – Member
- Delta Tau Delta Fraternity, Zeta Delta Chapter - Membership with highest GPA
- Community Engagement & Volunteer Work
- Scholarship Award Winner

Courses

C++, *Austin Community College* 06/2001 – 08/2001
- C++ programming course at community college, gaining hands-on experience in Austin, TX
  writing, testing, and debugging code, while developing problem-solving skills and
  understanding software development fundamentals.

Awards

ADT Hack-a-Thon, *ADT* ⊡ 06/09/2021
Winner, 2021 ADT Hack-a-Thon – Developed Splack!, a tool integrating Splunk with
Slack to streamline search functionality, improving efficiency and accessibility.

ATX Enablement Expert, *IBM* ⊡ 09/19/2019
Amplify Agile Transformation Award Recognized as an SME in Sales Enablement,
Seismic, and Web Optimization for contributions to the "Ask the MSC Expert" and
Enablement Tools, enhancing expert access and standardization at MSC Austin.

IBM iDEA Lab Challenge, *IBM* ⊡ 12/18/2018
IBM Marketing Services Center (MSC) Award – Team Hedy Lamarr Winner for
diagnosing a critical project issue and presenting two innovative solutions to drive
resolution and improvement.

IBM MSC Day of Service, *IBM* ⊡ 08/17/2018
MSC Day of Service Award Volunteered with Footprints Children's Grief Ministry to
enhance marketing outreach and redesign their website, increasing donations,
volunteer engagement, and community reach. Led website migration to a mobile-
responsive platform, resulting in a $1,000 IBM grant and local news coverage.

IntelliQuest Employee of the Month, *IntelliQuest* ⊡ 02/14/2000
Recognized as Employee of the Month for exceptional attitude, performance, and
initiative. Demonstrated dedication by working long hours to ensure project and team
success in a company of over 250 employees.

Bradley T. Ambroson Memorial Scholarship, 04/15/1998
Bradley T. Ambroson Endowed Scholarship (SA6019) ⊡
Awarded as a McCoy College Undergraduate Student pursuing a degree within the
College of Business.

Patents

Image dispositioning using machine learning,   10/08/2024
United States Patent and Trademark Office ⧉

12111885B2 - A method, computer program product, and system for predicting image sharing decisions using machine learning. A processor may receive a set of annotated images and an associated text input from each user of a plurality of users. The processor may train, using the set of annotated images and the associated text input from each user, a neural network model to output an image sharing decision that is specific to a user.

Skills, Tools, & Languages

- Agile
- Agile Ceremonies Facilitation & Coaching
- Confluence
- DevOps & CI/CD
- Continuous Improvement
- System Analysis
- Adobe ColdFusion
- XSLT
- XSL
- JavaScript
- .NET
- Coremetrics Analytics
- Miro
- Windows
- Excel

- Scrum
- Agile Center of Excellence (ACoE) Development
- Azure DevOps (ADO)
- Waterfall
- Project Delivery
- WordPress
- Web Development
- HTML
- SQL
- Java
- Power BI
- Salesforce
- Mural
- iOS
- PowerPoint

- Kanban
- Agile Metrics & Reporting
- SharePoint
- Budget, Resource Management, & Resource Allocation
- Performance Optimization
- Drupal
- Web Design
- CSS
- MySQL
- Eclipse
- Adobe Photoshop / Fireworks
- Lucidchart
- Asana
- Android
- Word

- Agile Transformation
- Jira / Jira Cloud
- SDLC
- Conflict Resolution & Servant Leadership
- Stakeholder Management
- Content Management Systems (CMS)
- XHTML
- XML
- PHP
- C++
- Google Analytics
- Trello
- monday.com
- Microsoft 365 (Office 365)

Organizations

Toastmasters International - Positively Charged, *Member* ⧉   07/2001 – present
- Committed to enhancing public speaking, communication, and leadership skills   Philadelphia, PA,
  through active participation in Toastmasters.   (Remote)
- Engaged in learning the organization's history and methodology to maximize
  personal and professional growth.