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

Advanced Scrum Master

✉ emailme@matthewcomer.com   📞 512.294.7428   📍 10709 Valley Vista Road Austin, TX 78737

🔗 https://www.matthewcomer.com/about   in https://www.linkedin.com/in/matthewcomer

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* ⧉   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

- Pioneered Agile transformation in organization, enhancing collaboration and 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.

08/2020 – 12/2022
Irving, TX, (Remote)

IBM ⬿

Scrum Master / Product Owner

- Led the redesign of the IBM Blogs ecosystem, collaborating with design and Agile 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.

12/2017 – 05/2020
Austin, TX, (Hybrid)

Scrum Master

- Initiated the Agile transformation of an offshore development team, introducing 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.

08/2016 – 12/2017
Austin, TX, (Hybrid)

Project Manager

- Successfully led the execution of multiple high-impact projects within the Cloud 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.

01/2013 – 08/2016
Austin, TX, (Hybrid)

Web Developer

- Developed and maintained a custom-built CMS to support the creation of over 4,000 web pages across 40 locales, enabling IBM Business Partners to access and 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.

04/2004 – 01/2013
Austin, TX, (On-site / Hybrid)

Matthew Comer Websites & Consulting, *Independent Web Developer & Consultant* ⬿

- Owner Operator of a consulting business, building client relationships through the design, development, and maintenance of WordPress, Drupal, ColdFusion, and 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.

06/2002 – present
Austin, TX, (On-site / Hybrid)

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.

Iron Works BBQ (IWB), *Catering Celebrity Customer Relations* ⧉

05/1999 – 04/2001
Austin, TX

- Managed catering relationships with celebrity clients for a premium BBQ, delivering personalized service and coordinating exclusive events, resulting in a repeat in bookings and glowing testimonials from notable figures.

The Gambrinus Company, *Customer Relations, Retention, & Event Coordinator* ⧉

05/1996 – 12/1998
Austin, TX

- Enhanced customer relations and retention for a beverage company on a college campus, coordinating 12+ promotional events per semester and boosting student engagement through targeted outreach and loyalty events.

FedEx Corporation, *Warehouse/Package Handler* ⧉

05/1996 – 08/1996
Austin, TX, (On-site)

- Optimized warehouse operations as in the Warehouse for efficiently sorting, loading, and processing packages to meet tight deadlines, contributing to on-time deliveries across peak seasons.

Palmer Events Center, *Palmer Events Center* ⧉

02/1994 – 11/1996
Austin, TX, (On-site)

- Supported event operations and production and also serving various roles included Valet Driver and Barback at a series of premier multi-purpose venues in Austin, while assisting bartenders during high-volume events and ensuring seamless guest experiences with efficient parking services near the venue.

Frito-Lay, Inc (PepsiCo), *Shift Delivery Driver, Detailer, Data Entry Runner* ⧉

05/1991 – 11/1998
Austin, TX

- Contributed to operations in various roles including Shift Delivery Driver, Detailer, and Data Entry Runner, executing timely snack deliveries, product detailing on store shelves, and enhancing inventory accuracy through precise data entry, boosting inventory accuracy for increased sales to customers.

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 Client Centricity ⎘
IBM ⎘ Issued Jun 2017 ⎘

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 ⎘

IBM Automation: Compass ⎘
IBM ⎘ Issued Jun 2020 ⎘

IBM Enterprise Design Thinking Practitioner ⎘
IBM ⎘ Issued Apr 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 Agile Explorer ⎘
IBM ⎘ Issued Aug 2018

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

Education

Texas State University (Southwest Texas State University),
BBA - Computer Information Systems (CIS) ⎘
08/1993 – 12/1999
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
Austin, TX

- C++ programming course at community college, gaining hands-on experience in 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
Philadelphia, PA, (Remote)

- Committed to enhancing public speaking, communication, and leadership skills through active participation in Toastmasters.
- Engaged in learning the organization's history and methodology to maximize personal and professional growth.

Project Management Institute PMI, *Member* ⌁

04/2020 – present

- Engaged in a global community dedicated to advancing the project management profession and turning ideas into reality. As I am actively pursuing PMI Agile Certified Practitioner (PMI-ACP)® and Project Management Professional (PMP)® certifications..

Toastmasters International - Austin TM Club at IBM, *Sergeant at Arms, Member* ⌁

09/2019 – present
Austin, TX, (Hybrid)

- Actively developing public speaking, communication, and leadership skills through structured practice and participation.
- Expanding knowledge of the organization's history and methodology to maximize personal and professional growth.