Abdul Rahim Hakim Mohammed

214-281-2447 | abdulrahimhm78@gmail.com | LinkedIn

Professional Summary

Senior Scrum Master and Agile Delivery Lead with 18+ years of experience leading enterprise-scale delivery across cloud, data, and regulated platforms. Improved predictability, execution discipline, and on-time delivery across multi-team Agile Release Trains (ARTs), stabilizing release cadence and increasing leadership confidence for platforms supporting millions of users. Increased delivery predictability and execution transparency by 25–40% through flow metrics, WIP controls, disciplined PI execution, and executive-level delivery governance. Primary execution partner to Product, Engineering, Architecture, and Data leadership, owning end-to-end delivery accountability from intake through production release across large-scale enterprise platforms.

Core Skills

- **Delivery and Agile Leadership**: Agile Delivery Leadership, SAFe, Scrum, Kanban, PI Planning, Scrum of Scrums, Inspect & Adapt, Agile Release Train (ART) Execution, Flow Metrics, Dependency Management, Release Planning, Backlog Refinement
- **Technology and Tooling**: AWS (Lambda, S3, Glue, Redshift), Snowflake, Power BI, GA4, ETL/ELT, Data Governance, Jira, Jira Align, Azure DevOps, CI/CD, Confluence, ServiceNow, API Integration

Employment History

Fidelity Investments   Apr 2025 - Present
Agile Scrum Master / Delivery Lead   *Westlake, TX*

Fidelity's Health & Welfare platform supports millions of participants, modernizing enrollment, eligibility, payroll, billing, and COBRA/HSA workflows. Direct Agile delivery across cross-functional squads, improving predictability, quality, and system stability at scale.

- Stabilized Agile delivery for the Health & Welfare technology portfolio by coordinating execution across multiple Scrum teams and complex platform integrations, reducing delivery risk and improving release reliability for enrollment, payroll, billing, and eligibility systems.
- Owned end-to-end delivery accountability across Health & Welfare platforms, serving as the primary execution partner to Product and Engineering leadership for demand intake, prioritization, execution, release management, and production deployment of mission-critical systems.
- Improved delivery predictability by 25% by implementing cycle time, throughput, and WIP-based forecasting across interdependent Scrum teams, enabling more reliable PI commitments and release planning.
- Resolved recurring release risk by designing and executing integrated delivery and release strategies aligned to quarterly objectives, PI goals, and cross-platform dependencies, improving enterprise delivery confidence.
- Reduced rework by 30% by enforcing Definition of Ready/Done, strengthening backlog hygiene, and standardizing acceptance criteria, accelerating feature readiness and increasing release confidence.
- Orchestrated multi-team delivery plans, aligning sprint execution with long-term roadmaps, regulatory requirements, and complex system integration timelines.
- Established enterprise execution governance using Jira and Jira Align, improving capacity planning accuracy, dependency visibility, risk management, and executive-level delivery reporting across the ART.
- Coached teams on Scrum, Kanban, and flow-based delivery, increasing accountability, throughput, and Agile maturity without unnecessary process overhead.
- Strengthened engineering quality by driving technical debt remediation, testing discipline, and incident and change management improvements.
- Delivered executive-ready delivery health reporting covering progress, risks, dependencies, metrics, and release readiness, enabling data-driven leadership decisions.
- Supported API-driven, cloud-native, and data-intensive platforms operating under complex integration, security, and regulatory constraints.
- Supported multiple Scrum teams while coordinating execution across a large Agile Release Train (ART), managing dependencies among Engineering, Security, Platform, and Data teams, which improved cross-team alignment and reduced bottlenecks

TISTA Science & Technology Corp   Oct 2023 - Mar 2025
Senior Scrum Master   *Rockville, MD*

The migration of applications from on-premises DISC to Amazon AWS is a multi-year, cross-agency initiative involving FPAC, FSA operations, NRCS, RMA, and partner organizations. The program modernizes USDA infrastructure by centralizing cloud management and improving scalability, reliability, efficiency, and system continuity across mission-critical services.

- Led large-scale AWS cloud migration for BI and data engineering teams, modernizing enterprise data platforms using AWS Glue, Redshift, and S3 to eliminate on-prem constraints and improve scalability, reliability, and platform performance.
- Orchestrated end-to-end application and data pipeline migrations to AWS, reducing infrastructure risk while improving scalability, security, and performance for mission-critical, federally regulated systems.
- Designed and delivered real-time Power BI dashboards providing CX insights and operational KPIs for engineering, product, and business stakeholders.

- Led PI Planning and Agile execution across interdependent data and integration teams, achieving ~95% delivery transparency and strengthening cross-team alignment within a scaled Agile environment.
- Partnered with DevOps and platform teams to integrate AWS Lambda, API Gateway, and S3, enabling event-driven architectures and near real-time analytics.
- Embedded data-driven decision-making by collaborating with operations, customer service, and product teams to translate insights into actionable outcomes.
- Removed systemic impediments and cross-team dependencies, increasing delivery efficiency by ~25% across BI and analytics initiatives.
- Established data governance and quality standards, improving the accuracy, consistency, and trustworthiness of enterprise reporting.
- Built and maintained Jira and Azure DevOps dashboards to provide transparent visibility into flow metrics, sprint execution, and delivery health.
- Coached and mentored data engineering and analytics teams within a SAFe Agile environment, strengthening ownership, execution discipline, and continuous improvement.

Five Below Inc.   **Jan 2022 - May 2023**
Senior Scrum Master   *Philadelphia, PA*
The platform modernized enterprise data quality, governance, and analytics to enable trusted, real-time decision-making. It unified BI workflows and aligned Data Governance, Marketing, and Product teams under a single data strategy, improving operational efficiency and customer engagement.
- Led Agile delivery for data and analytics teams building customer experience insights across web, mobile, and in-store digital platforms, improving customer engagement and retention.
- Reduced cross-team dependencies by ~25% by leading Scrum-of-Scrums, strengthening stakeholder alignment, and coordinating execution across Product, Engineering, and Analytics teams.
- Aligned Product, Engineering, Marketing, and Data stakeholders around a unified delivery roadmap and execution model, reducing delivery friction and improving cross-team execution alignment.
- Partnered with Data Governance and Data Quality teams to reduce data defects and reporting errors by ~35%, increasing trust in enterprise analytics.
- Improved team throughput and delivery consistency by ~20% by strengthening flow discipline, WIP controls, estimation, and backlog refinement, enabling more predictable release commitments.
- Drove a major enterprise product launch in close collaboration with Digital Strategy, Product Management, Marketing, Branding, and Engineering, delivering on aligned timelines.
- Integrated AWS cloud services with Azure DevOps CI/CD pipelines, enabling automation, scalable workflows, and AI-driven customer insights.
- Defined and operationalized delivery performance metrics (velocity, throughput, flow efficiency), improving delivery predictability by ~15% and strengthening data-driven execution decisions.
- Built and maintained executive-level Jira dashboards using advanced filters and JQL, providing real-time visibility across multiple squads.
- Supported global onshore and offshore teams, coordinating risks, dependencies, and delivery commitments within a distributed delivery model.

Meijer Inc.   **Apr 2021 - Jan 2022**
Senior Scrum Master   *Grand Rapids, MI*
In-Store Fulfillment is a cloud-native order orchestration and picking platform enabling efficient in-house digital order fulfillment. It optimizes pick paths, supports multipack processing, and automates workflows to improve curbside pickup speed and accuracy.
- Led Agile delivery for cloud-native order orchestration and fulfillment systems, enabling curbside pickup and in-store fulfillment across high-volume retail operations, improving order processing speed, accuracy, system reliability, and customer satisfaction.
- Partnered with product leadership to improve backlog structure, prioritization, and refinement, accelerating delivery timelines by ~40% and increasing team productivity by ~15%.
- Sustained a 95% sprint completion rate across multiple Program Increment (PI) cycles through stronger Sprint Planning, story readiness, and Definition of Ready (DoR) discipline.
- Drove Inspect & Adapt (I&A) execution during PI Planning to identify systemic impediments, resolve cross-team dependencies, and mitigate delivery risks impacting PI objectives.
- Facilitated data-driven retrospectives that produced actionable improvements, increasing delivery flow and process efficiency by ~20%.
- Integrated Jira and Azure DevOps workflows and CI/CD pipelines, improving work-item traceability, delivery transparency, and continuous delivery readiness.

Petco Health and Wellness Company Inc.   **Aug 2020 - Mar 2021**
Senior Scrum Master   *San Diego, CA*
Enterprise Data Warehouse leverages Snowflake to deliver cloud-based analytics, business rules, and dashboards that enable data-driven and predictive decision-making. The platform improves the timeliness, accuracy, and quality of daily business operations and customer interactions.

- Led Agile delivery across enterprise data integration and analytics teams, achieving ~98% delivery success across BI and customer analytics initiatives supporting business-critical decision-making.
- Partnered with UX, UI, and Product teams to improve data-informed user experiences, increasing user retention by ~25% and session duration by ~15%.
- Built analytics and tracking frameworks using Google Analytics and Google Tag Manager, enabling accurate measurement of user engagement, downloads, and conversion events to support data-driven growth decisions.
- Resolved recurring integration bottlenecks by coordinating with external vendors and internal engineering teams, delivering ~25% gains in operational efficiency.
- Delivered AI-driven analytics solutions supporting customer service and support workflows, improving retention and reducing service bottlenecks.
- Supported delivery of Google Cloud Platform (GCP)–based data and analytics solutions, collaborating closely with engineering and architecture teams.
- Contributed to the design and rollout of cloud-native applications on GCP, improving scalability, reliability, and performance of analytics and reporting systems.

Computronics Inc.   **Oct 2016 - Jul 2020**
Senior Scrum Master   *Frisco, TX*
The Organization Information Systems team uses a cloud-based B2C CRM platform to deliver end-to-end digital commerce, including shopping cart, UX and UI optimization, data tracking, and real-time reporting. The platform integrates payments, shipping, inventory, content, and enterprise systems to support a seamless customer and order journey.
- Owned Agile delivery for omnichannel commerce and digital marketing platforms, integrating Shopify, Salesforce, and internal enterprise systems to stabilize execution, reduce integration failures, and improve delivery reliability.
- Led end-to-end execution of Scrum ceremonies and Program Increment (PI) Planning, improving cross-team coordination, data exchange, and system integration reliability.
- Defined and delivered core digital commerce capabilities including Digital Coupons, Where-to-Buy, Ratings & Reviews, and analytics integrations, enabling data-driven customer experiences.
- Improved order fulfillment and shipping workflows, reducing delivery timelines and increasing customer satisfaction across high-volume channels.
- Optimized inventory synchronization and fulfillment workflows across Shopify and internal systems, improving delivery timelines, availability accuracy, and customer satisfaction.
- Launched Shopify B2B and Wholesale capabilities, driving a 25% revenue increase within six months through expanded channel enablement.
- Unified multiple brand websites onto a modern, scalable digital platform, enabling centralized analytics, cross-channel optimization, and continuous performance improvement.

Sears Holdings Corporation   **Mar 2011 - Sep 2016**
Business Operations / Marketplace Account Manager   *Hoffman Estates, IL*
The project optimized Marketplace category performance through improved merchandising, categorization, internal search, and assortment strategy. It enabled consistent achievement of daily sales and commission targets by aligning promotions and inventory gaps with customer demand.
- Owned enterprise marketplace category performance, consistently achieving sales and commission targets through data-driven merchandising, assortment strategy, and operational optimization.
- Led promotional planning, merchandising strategy, category management, and internal search optimization, improving product discoverability and conversion.
- Built scalable, repeatable performance measurement processes, enabling data-driven optimization of cross-channel marketing effectiveness and leadership visibility.
- Developed data-driven growth strategies to increase marketplace adoption, seller performance, and new customer acquisition.
- Served as the primary interface between Sears eCommerce and third-party marketplace sellers, providing end-to-end operational support, issue resolution, and optimization.

Education

Webster University
Master of Business Administration (MBA)   *St. Louis, MO*

Certifications

- **Project Management Professional (PMP): Project Management Institute (PMI)**
- **SAFe 6 Agilist: Scaled Agile**
- **SAFe Scrum Master (SSM): Scaled Agile**
- **Professional Scrum Master I (PSM I): Scrum.org**
- **Professional Scrum Product Owner I (PSPO I): Scrum.org**
- **Professional Agile Leadership I (PAL I): Scrum.org**
- **Certified Agile Coach: Chicago State University**