

Robert Gertz

SCRUM MASTER

Mobile: +1.847.404.0908 | Email: robertgertz@mail.com | LinkedIn: www.linkedin.com/in/robertgertz

PROFESSIONAL SUMMARY

High-functioning results-orientated professional with over 20 years of experience guiding collaborative, cross-functional, and complex projects. Experience working with the highest levels in organizations, serving boards and committees, and success in prioritization, process improvement, communication, and predictable delivery.

SKILLS

Management and Leadership • Teamwork and Support • Written and Verbal Communication • Negotiation and Mediation • Attention to Detail • Problem-Solving and Analytical Skills • Agile Methodology • Self-Reliance • Strategy Planning • Prioritization and Collaboration • Positive Attitude and Motivation • Teaching and Training • Excelling in a Virtual Environment • Time Management • Operational Analysis and Quality Control

TECHNOLOGY

Microsoft Office • Zoom and Video Conferencing • IT Consulting • Type Form • CRM • Email Management • Data Management • Server Management • Networking • Remote Desktop and VPN • Remote Work Setup and Management

CERTIFICATIONS

Certified Scrum Master (CSM), Scrum Alliance, June 2021

ORGANIZATIONAL LEADER AND AGILE EDUCATOR

ASSOCIATE FACULTY & SUBJECT MATTER EXPERT (SME), August 2020 - Present

Forbes School of Business & Technology at The University of Arizona Global Campus, Tucson, Arizona

- Develops lectures and guides activity-based learning on the principles of Scrum and the Agile mindset, the importance and value of self-managing teams, the uncertainty in the complexity of product delivery, and the development of a strong team.
- Teaches advanced seminars on organizational development and change, social networking, and ethics by incorporating evergreen case studies that will be relevant for the next 5-10 years (including topics of globalization, technology, and diversity, equity, and inclusion).
- Creates content as a Subject Matter Expert in contemporary ethical issues from undergraduate ethics courses to global business courses for graduate students in the Organizational Development & Leadership program and the Doctorate of Management program for the Chinese market.
- Navigates diverse opinions and requests while designing curriculum, serving a team of 9 university stakeholders representing academic leadership, assessment specialists, quality control managers, and resource consultants.
- Garners data analysis to make content decisions to increase student engagement and achievement by 20%.

TECHNOLOGY AND OPERATIONS PROJECT MANAGER, January 2014 - September 2021

International Student House, Washington, DC

- Led daily stand-up meetings, demos, and facilitated the team's retrospectives while also preparing and delivering presentations and artifacts to upper management.

- Managed board committee that governed the strategic direction of the estate with a property value of \$14.5 million, tying business-critical programs with multiple project dependencies and driving cross-functional projects through full life cycle while supporting the management team with respect to priorities and scope.
- Ensured value addition and successful delivery of key business projects with automated and efficient technologies assisting team to focus on iteration goals towards alumni outreach, leading to referrals generating a 400% increase in donations in 2020.
- Initiated building improvement projects laser-focused on achievement of quality, flow, and velocity, completing a \$100k capital campaign and historical preservation project involving simultaneous vendor engagement while ensuring project health, removing blockers, identifying risks, and ensuring access to the resources to complete goals.
- Collaborated with members of the Digital Development team and helped team members achieve their goals while embracing Agile values and implementing Agile practices, developing a successful launch across various platforms for increasing facility rentals and special events with multinational organizations, including leading long-term client relationship generating \$85K annually.
- Maximized a full technology infrastructure upgrade serving 200+ devices through effective vendor communication and prioritization, saving \$40k in budgeted expenses.

ASSOCIATE ONLINE FACULTY, September 2013 - August 2020

Ashford University, San Diego, California

- Taught over 50 undergraduate courses, ranging from first-year to senior level.
- Rewarded for high student retention rates.
- Varied instructional strategies, considering learning styles and aptitudes along with appreciating the value of culture and difference.

RESIDENT DIRECTOR, Promoted July 2004 - January 2014

Temple University, Philadelphia, PA

- Grew private housing partnership by 30% through cultivating rapport and credibility with corporate leaders in a competitive market for a leading university.
- Developed an efficient and diverse team of 24 with proactive mentorship, completing reviews and retrospectives inspiring high-value standards, actively addressing impediments, and guiding the team in planning meetings to estimate their work while establishing a family-oriented culture that promotes open communication and collaboration.
- Consistently tapped by the Conduct Office to serve as chair of university-wide Code of Conduct hearings, ensuring predictable delivery of student integrity initiatives.

RESIDENT COORDINATOR, August 2001 - July 2004

Temple University, Philadelphia, PA

- Supported university academic objectives through program collaboration with 3 different departments developing curriculum and assessment that contributes to student success
- Handled high-pressure, time-sensitive emergencies and effectively collaborated on medical and mental health crises and criminal investigations as the on-call staff member resolving concerns for a 5,000 student population.

EDUCATION

Doctorate of Philosophy | Philosophy

Temple University | Philadelphia, PA

Bachelor of Arts | Philosophy | Minor: Sociology and Anthropology

Gustavus Adolphus College | St. Peter, MN