

Nicolas CASEL



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Scrum Master

Supporting adoption of Agile transformation

Servant-leader

Empathetic

Teamplayer

Facilitator

AREAS OF EXPERTISE

Agile

- Scrum
- Kanban

Thanks to several years of experience as web developer, take a central role in a cross function team building new digital services

Mentor and coach the team on Agile best practices, coupled with Agile ceremonies
Remove blockers that prevent progress of the team, measuring sprint progress and leading sprint reviews & retrospectives

Organize and lead Daily Scrums, Sprint Review, Planning and Retrospectives, Backlog Refinement, ensuring the commitments made are appropriate and uphold Scrum principles

Work with the Product Owner to understand the business priorities and items to be groomed in upcoming sprints

Support team building and development by utilizing the abilities and skills of individuals, which includes:

- empowering and supporting self-organization
- facilitating discussion and conflict resolution
- fostering a feedback culture

Management

- Telco
- IT services
- Banking
- Public governance

Manage clients close relationship on a daily communication

Perform clients requirements analysis

Provide support and responsive communication to end-users, developers, project managers and stakeholders

Participate in functional working groups and progress meetings

Tasks distribution and monitoring, activity reporting

Ability to participate in multilingual meetings and give presentations

Technical skills

- programming
- CMS

Web development (HTML, CSS, Javascript, jQuery, PHP)

Databases (MySQL, Access)

The + : Visual Basic, Drupal, Wordpress, Confluence, JIRA, Agile Central

User Experience

- usability
- HCI

Activity analysis, benchmarking, audits, guidelines

Prototyping, users testing

Languages

French (native), English (fluent), German and Spanish (basic)

EMPLOYMENT HISTORY

Proximus – Scrum Master

June 2018 - current

Scrum Master in the DAX (BI / DWH) domain for two Teams (11 and 13 people):

- ensuring Teams adopt and customize Scrum framework to their needs
 - facilitating coordination between Teams with dependencies thanks to Scrum of Scrums
 - fostering use of Jira and Confluence software within the organization
 - coaching Product Owners, Business Requestors and BI Leads on their role and responsibilities
 - conducting Agile Lean Coffee sessions to share best practices with Scrum Masters and Agile Coaches within Proximus
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BNP Paribas Fortis – Agile Coach

Nov 2017 – May 2018

Agile Coach within the BNPPF Belgium IT division, composed by 15 Tribes and 200 Squads:

- providing **leadership** across programs, mentoring and coaching to teams, programs, portfolios and executives
 - implementing **Agile methodologies** from the ground up; and from the top down able to interact comfortable across C-Level, program managers; and down to delivery teams
 - coaching multiple teams in the **principles of Agile** and the practices of Scrum, Lean, Kanban, SAFe and Spotify
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Altran Belgium – Scrum Master / Agile Coach

Sept 2017 – Nov 2017

Scrum Master and **Agile Coach** within the Talent Tribe, composed by Altran consultants working on internal missions and projects:

- **fostering Agile mindset** and implementing the Scrum framework via Scrum Ceremonies, Artefacts and Roles
 - implementing and leading daily use of a Digital Scrum / Reporting Board and a Wikis platform
 - **acting as Scrum Master and Product Owner** for some internal projects
 - reporting to Team Managers about improvement and increase of the delivery capacity
 - delivering specific training and coaching for consultants new or junior in Agile/Scrum
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European Commission – IT Manager / Scrum Master

Sept 2014 – Sept 2017

Management:

- acting as **Scrum Master** for two Development Teams
- monitoring L1 and L2 Support Teams solve support issues (+/- 100 p/w) and checking quality of work completed
- fostering adoption for **Agile mindset** and Scrum framework

Analyst:

- analyzing clients requests, setting **business and functional requirements**
- translating **conversations from technical to business** when liaising with stakeholders
- creating **User Stories**

Technical:

- **front-end programming** (HTML, CSS, Javascript) and administration for collaborative solutions: in-house web applications (10+), Confluence wikis (500+), WordPress blogs (20+)
 - providing insight, **guidance**, guidelines, **coaching** and training to stakeholders and end-users
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University of Cergy-Pontoise – Learning Technologist

Sept 2013 – Aug 2014

- **web development** (PHP, MySQL, HTML, CSS, Javascript, Moodle)
- **facilitating integration of technology** into teaching, learning and community building
- **providing daily advice** / help about how to find web resources of quality, to deal with social media, to benefit from some specific software, to master basic features on Office suite, to master our digital identity or personal branding
- implementing eLearning on various ways: **MOOCs**, courses **content digitalization**, LMS (Moodle) administration, online tutoring
- designing and achieving new ideas that **improve learning experience**, gathering feedback from students to improve their outcomes

Digital Art and Animation School Les Gobelins - **Business Information System Manager** April 2012 - June 2013

Managing and improving the Business Information System from both functional and technical approaches:

- **web development** (PHP, MySQL, HTML, CSS, Javascript, Drupal)
 - day-to-day maintenance and administration for the full BIS; managing and solving incidents
 - **detecting business needs** and translating them into functional requirements
 - upgrade third-party applications, deal with their vendor
 - fit with educational environment, customize and deliver specific digital resources and software to teachers and students
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Micropole Institut – **Training and eLearning consultant**

Dec 2010 - March 2012

50-75% time: self-teaching, creating courses content and **delivering onsite corporate trainings**

25-50% time: consulting, administration and programming for elearning solutions:

- providing support and guidelines to LMS administrators, webmasters and end-users (online learners)
 - resolving bugs and adding features
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Web Consultant

Smart Agence

Jul 2010 – Sep 2010

Paris Area, France

- Technological watch, benchmarking
 - Business analysis with IT project management support
 - Support for bidding on request for proposal
 - Clients management (business services, public and private sectors)
 - User requirements analysis, technical documentation writing
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ICT manager

Secondary school Theodore Monod

Oct 2009 – May 2010

Villerupt

- Hardware and software management
 - Lecturer for ICT workshops
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PhD position

Université de Metz

Oct 2008 – Oct 2009

Metz Area, France

- Started thesis about "How learning occurs when playing video games".
 - Studied and wrote about learning theories, learning processes, cognition and game design
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Research Engineer

University of Luxembourg

Feb 2006 – Sep 2008

Luxembourg

e-Learning and web development

Goals: design, development and bench testing of a new Learning Management System

Steps: LMS cutting-edge research; system architecture and interfaces design; prototyping; development; user testing

Outcome: professors and students use the LMS as a complement to classroom courses; end-year examinations; 4 approved scientific publications

UX - Web Usability consultant

SQLI

Feb 2005 – Jul 2005

Paris Area, France

Consulting for usability and UX projects:

- usability and accessibility audits
 - benchmarking,
 - users / workers activity analysis
 - prototyping / mockups
 - users testing
 - study on methods to improve project management and make easier change process
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Databases engineer

Citibank

Aug 2004 – Sep 2004 Luxembourg

Design and development of tools enhancing user experience with databases

Web developer

Mikado

Feb 2004 – Jul 2004

Luxembourg

Full redesign of the Intranet and implementation of its CMS for the Fanuc Robotics multinational company

Databases engineer

Citibank

Jul 2003 – Aug 2003

Luxembourg

Design and development of tools enhancing user experience with databases

Databases engineer

Citibank

Aug 2002 – Sep 2002

Luxembourg

Design and development of tools enhancing user experience with databases

EDUCATION

2 nd year level PhD in Media and Communication Université Paul Verlaine, Metz, France	2008-2009
Master 2 Ergonomics HCI - Université René Descartes, Paris, France	2004-2005
Masters Computer Sciences HCI - University of Limerick, Ireland	2003-2004
Bachelor Computer Sciences HCI - Université Paul Verlaine, Metz, France	2001-2003

CERTIFICATIONS

Agile PM Foundation	May 2017
Six Sigma White Belt Aveta Business Institute http://www.sixsigmaonline.org/six-sigma-white-belt-training/	April 2017
Professional Scrum Master I scrum.org	March 2017
Certified Professional for Requirements Engineering - Agile Practitioner	February 2017
PRINCE2 Practitioner License 04085320-01-4JFK	December 2016
PRINCE2 Foundation License 04053495-01-KTGV	October 2016
Inbound Marketing License d847c1d179724466b77734919a1ccc83	August 2016
User Experience for the Web Open2Study https://www.open2study.com/courses/user-experience-for-the-web	July 2016
Drupal Site Building oak3 Academy	May 2016
PHP / MySQL oak3 Academy	April 2016
Growth Hacking - Outils et méthodes pour booster votre startup IonsiX https://courses.ionisx.com/courses/SupIntx/013-001-001/2014-SPRING/about	July 2014
Drupal 7 Orsys	March 2013
HTML5 CSS3 Orsys	March 2013