



REBECCA DEAN


IT CONSULTANT & MENTOR

I am a technical consultant, leading teams with a servant attitude towards ongoing success in an engaging and exciting atmosphere. Scrum Master, Program Manager, Project Manager, Business Systems Analyst, and Tester with over seventeen years of technology experience in the Financial Services, Logistics Services, and Airline Industries.

 972-998-3200

 rebecca@spokeprocess.com

 @rebeccaadean

 Oak Cliff, TX

 www.spokeprocess.com



EXPERIENCE

OWNER

Spoke Consulting | March 2017 - current

- Training, Mentoring, and Coaching Business Analysts, Project Managers, and Scrum Masters
- Website design and development for small businesses

SR PROJECT MANAGER & TECHNICAL ANALYST

Southwest Airlines | May 2018 - current

- Scrum Master, Project Manager, and Analyst for API Management and Identity Management Teams
- Defined and implemented customer and technical requirements for API Management and Identity Management Teams
- Implemented Cloud API Management with hybrid API routing between on prem vs cloud resources

BUSINESS ANALYST

Lanter Delivery Systems | Feb 2023 - current

- Delivering documentation of new processes and requirements for the new delivery system integration
- Leading requirements discussions and decisions

SR PROJECT MANAGER & ANALYST

American Airlines | May 2017 - April 2018

- Scrum Master for day to day activities on the TechOps Business Technology Team
- Process re-engineering for ordering, repairing and manufacturing airplane parts

SCRUM MASTER & TECHNICAL ANALYST

Redwood Logistics | July 2016 - April 2017

- Scrum Master, Business Analyst and QA Lead for MuleSoft development team
- Implemented new software development processes to include formal requirements and testing phases

SCRUM MASTER & TECHNICAL ANALYST

American Airlines | January 2012 - July 2016

- Directed and coordinated multiple programs for development and distribution of products through multiple channels, with up to twelve project teams at a time, towards successful incremental product releases which totaled over an additional \$100M annual revenue
- Coached project teams on Agile and project management practices; facilitating iteration zeroes, retrospectives, dependency workshops and team building activities

SKILLS

Systems Analysis

Requirements

Project Management

Organization

UML

Agile Methodology

Development

Whiteboarding

Collaboration

BPMN

Communication

Cloud

Oauth

API Management

Problem Solving

Leadership

VOLUNTEERING

JF KIMBALL HIGH SCHOOL NAF

Aug 2020 - Aug 2022

- Member Of The Board Of Advisors for JF Kimball High School NAF

REBECCA A. DEAN, PMI-ACP

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Creative, adaptive, fun, and outgoing personality with a strong work ethic who gets the job done with excellence and on time. Leading teams with a servant attitude towards ongoing success in an engaging and exciting atmosphere. Scrum Master, Program Manager, Project Manager, Business Systems Analyst, and Tester with over fifteen years of technology experience in the Financial Services, Logistics Services, and Airline Industries.

PM, BA & TECH SKILLS - Use Cases, User Stories with Acceptance Criteria, UML, BPMN, Requirements & Systems Analysis, Document Management & Bar Coding, Finance & Budgeting, Business Activity Monitoring, Testing (System, Functional, Integration, UAT, End to End), API Management, OAuth 2.0, CSS, HTML, Ansible, JSON, SFTP, UNIX

SYSTEMS & APPLICATIONS - Microsoft Visio, Microsoft Project, Microsoft SharePoint, Microsoft Office (Word, Excel, PowerPoint), Tableau, Rally/ Planview, Sabre, SunGard Phase3, SQL, Postman, Apache LDAP, S3 Storage, Broadcom API Gateway, Jira, Confluence, Postman, Kibana, Nagios, AWS, Grafana, Graphite

APPLIED SKILLS - Agile Methodologies (Scrum, Kanban, Lean), Change Management, Servant Leadership, Adaptive Leadership, Meeting Facilitation, Emotional Intelligence, White boarding/Problem Solving, Waterfall/SDLC, Mentor, Trainer, Leading & Motivating Teams in a Remote Environment

PROFESSIONAL EXPERIENCE

Spoke Consulting LLC, Dallas, TX

Mar 2017 – Current

Owner, Mentor

- Training, Mentoring, and Coaching Business Analysts, Project Managers, and Scrum Masters
- Member Of the Board of Advisors for JF Kimball High School NAF, Providing mentoring to High School Students to become career ready

Lanter Delivery Systems, Des Peres, MO

Feb 2023 – Current

Analyst

- Delivering documentation of new processes and requirements for the new delivery system integration

Southwest Airlines, Dallas, TX (Consultant through Saratoga Software Solutions, Plano, TX)

May 2018 – Current

Sr. Project Manager, Scrum Master, Technical Analyst, Systems Engineer

- Scrum Master, Project Manager, Analyst and Systems Engineer for API Management, Identity Management, Business Objects, Essbase, Veritas, Enterprise Mobile, and Data Discovery Teams
- Created project portfolios for the teams, providing visibility into project timelines, dependencies, risks, resource capacity and funding
- Built and maintained token and routing services for our B2B Vendors to access protected on-prem internal resources
- Developed CSS for a React SPA, used by the API Management Support team
- Enabled portfolio visibility through implementation of program boards in Jira across multiple teams
- Defined technical requirements and verified implementation of Oracle DBs, firewall rules, VIPs, and GTM behavior
- Performed system engineering tasks to create, maintain, and troubleshoot virtual appliances
- Interviewed, hired, trained, and mentored new team members
- Trained and guided internal application teams to adopt a new file transfer pattern that was failover tolerant across data centers
- Implemented Cloud API Management with hybrid API routing between on prem vs cloud resources

American Airlines, Fort Worth, TX (Consultant through Populus Group, Troy, MI)

May 2017 – Apr 2018

Sr. Consultant Project Manager

- Interviewed and hired new team members for business analysis and quality assurance project roles
- Process re-engineering for ordering, repairing, and manufacturing airplane parts
- Program management of the intranet redesign project for the TechOps organization at American Airlines
- Mentoring TechOps teams on testing processes, user stories with acceptance criteria, use cases and project management
- Collaboration with engineering and maintenance users to obtain requirements for their new material management process
- Implemented Project Management and SDLC process for the TechOps Business Technology team

Redwood Logistics, Chicago, IL (Consultant through Big Compass, Denver, CO)

Jul 2016 – Apr 2017

Sr. Consultant

- Scrum Master, Business Analyst and QA Lead for MuleSoft development team
- Implemented new software development processes to include formal requirements and testing phases using Lambda and AWS services
- Mentored and trained Redwood team on testing processes, user stories with acceptance criteria, use cases and project management
- Created documentation templates for BA, QA, Design and Development roles for Redwood
- Created cohesive atmosphere for our distributed team to collaborate better

American Airlines, Fort Worth, TX (Consultant through Improving Enterprises, Addison, TX)

Jan 2012 – Jul 2016

Program Manager & Project Manager

- Directed and coordinated multiple programs for development and distribution of products through multiple channels, with up to twelve project teams at a time, towards successful incremental product releases which totaled over an additional \$100M annual revenue
- Coached project teams on Agile and project management practices; facilitating iteration zeroes, retrospectives, dependency workshops and team building activities
- Provided product direction and technical guidance to project teams for technical implementation
- Built and led an Oracle ETL/DBA team to design and deliver revenue performance data on ancillary products sales
- Guided and collaborated with project teams during the US Airways merger doing data validations, program end to end testing and built internal program communications SharePoint site for team collaboration

APEX Clearing (formerly Penson Financial Services), Dallas, TX (Consultant through Compass Technology Group)

Dec 2000 – Dec 2011

Project Manager

- Managed the migration of extremely critical software platforms to new IT systems during the Broadridge outsourcing conversion for an incremental benefit of \$6M annually
- Trained Business Analysts on BPMN, UML and business activity monitoring so that they can further implement the latest workflow and business technology within their daily operations

CERTIFICATION

2012 – current Project Management Institute - Agile Certified Professional