

# Resume of Deborah Hartmann Preuss

Effectiveness coach for agile individuals, teams and their customers

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## OBJECTIVES

I enjoy the challenge of building happy, resilient teams, capable of fast, quality deliveries and quick changes of direction. As the pace of development picks up, I also work with customers, improving their ability to rapidly identify and communicate high-priority needs to their development teams. Customers and teams will be better equipped to handle the rapid pace of change prevalent in business.

I turn groups of individuals into collaborative communities, applying known techniques or creating new ones, as needed. I coach individuals to take concrete steps toward their goals; to try on new ideas and let go of old preconceptions. I coach teams to make realistic promises to their customers and then to remain accountable for them. I coach customers on their critical role upon which depends both product value and team productivity. Together we make project status visible to team members and stakeholders, removing the mystery from software planning. I also encourage the realignment of responsibility with accountability *beyond the team*, an extended Agile practice which builds trust between project participants and promotes inter-departmental effectiveness.

I believe that the best processes emerge when teams intelligently apply agile practices according to their own situations' needs. These practices can appear deceptively simple, and I coach teams in the complementary values and practices that make process change work and 'stick', through training and by example.

## CAREER SUMMARY

For over twenty years I have energetically helped teams produce better software by improving their work habits. In the role of programmer, analyst, business analyst, team lead and Agile coach, I have actively addressed each team's most pervasive problems, collaborating with team members to introduce practices such as Scrum, Feature Driven Development, design patterns, use cases and Extreme Programming. Working as consultant and in permanent team positions, experience has confirmed to me that software's toughest problems are often "people issues", and so my focus has increasingly shifted toward team-building and facilitation, including formal training from The Coaches Training Institute, training in the Scrum Agile project management methodology, and training in Open Space and other collaborative facilitation methodologies.

## BUSINESS DOMAIN EXPERIENCE

Middleware – several international network providers

New Media Advertising

Publishing – Sales, Customer Service, Magazine

Production, Pricing, Distribution

Sales – Mobile invoicing, Mail-order invoicing

Finance – Credit Cards, General Ledger, Accounts Payable  
Insurance - Property and Casualty Claims, Wealth Management

Web Portal service – Online Chemical Properties Database  
Engineering and Forestry

Judicial Administration – Municipal and Provincial, Quebec

## EMPLOYMENT HISTORY

### **Deborah Hartmann Preuss Coaching and Consulting**

*July 2005 to Present* Working independently and in collaboration with Berteig Consulting, Inc.

Provided intensive training to developers and product owners in the concepts and practices of Lean & Agile Software development.

Provided ongoing coaching during teams' adoption of new or renewed processes.

Provided individual, confidential, life/work coaching to colleagues within the Agile Coaching community.

**2009: for Berteig Consulting:** Provided organizational and individual coaching for a quickly growing small business. Helped back-office team members come to grips with stubborn, recurrent process challenges. Helped the team move from an ad-hoc to their own more structured processes, connecting vision with planning and with everyday work.

**2008: for Research In Motion:** Trained Product Owners of two divisions in methods to work harmoniously with their Agile teams.

**2007: for BPS Integrated Risk Management:** Guided an existing Agile team as they tuned their processes to handle changes in the organisation's structure. Ran retrospectives, planning meetings, and coached leaders as they quickly discovered more streamlined ways to get things done. Followed up over time with facilitated retrospectives.

**2007: for a successful boutique media advertising firm:** helped the group adopt simple Scrum-like practices to enhance communication and planning within their growing organisation. Followed by coaching while using the approach on current projects.

**2006: for RWDI:** Trained and coached a small development team in an engineering environment, including assistance to encourage acceptance of Agile by their customers.

**2006: for Nortel Networks:** trained multiple teams, in two divisions, in basic Agile practices and values. Helped prepare for their first sprints with "Your Project" Workshops.

**2005: for Capital One:** Coached the transition from waterfall to Scrum for a project team of 20. Assisted novice ScrumMasters as they started their own teams. Provided Agile training sessions for several teams. Helped shape new organizational processes and metrics.

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**Agile Community Lead Editor** for InfoQ.com, an online Enterprise Developer Community  
*April 2006 to January 2009* C4Media Inc, Toronto, Ontario.

Developed InfoQ.com's online Agile news community: delivering news, recording interviews, editing articles and books. Managed the site's Agile news editors: interviewing, training, and mentoring them, and co-ordinating their ongoing work. Co-ordinated Agile speakers for the first Qcon London conference in 2007.

## **Co-Creator of AgileCoachCamp**

*December 2007 to May 2008* together with Naresh Jain, recipient of the Agile Alliance "Gordon Pask Award"

Organized the first of a series of Open Space conferences for Agile software development coaches, mentors and champions. The successful event hosted over 50 passionate leaders and their myriad conversations in the spring of 2008. As hoped, others have taken up the challenge: AgileCoachesGathering took place in 2009 in the UK, and other events are planned for 2009 and 2010 in the US and Europe. <http://www.agilecoachcamp.org>.

## **Director of Operations, Electronic Money Transfer Services (interim)**

*November 2006 to May 2007* Interac.org, Toronto, Ontario.

Provided interim leadership during a period of high turnover, making process improvements to Financial Operations and Support. With a small team of Relationship Managers, Business Solutions Specialists and support staff, handled:

- *Relationship Management and Communications:* Maintain communication with banks and merchants; track collaborative efforts; co-ordinate with outsourced networking and development;
- *Production Support:* Respond to bank and merchant queries; support escalated inquiries from the general public; collaborate with outsourced networking and development to resolve issues.
- *Non-Production Support:* Manage participant on-boarding, certification and compliance; co-ordinate and support participant testing and implementation.
- *Product Ownership:* Develop requirements and documentation for new products and enhancements; accept tested software deliveries; co-ordinate deployment, implementation, and participant involvement..

## **Agile Business Analyst (Extreme Programming Liaison)**

*August 2006 to November 2006* Interac.org, Toronto, Ontario.

Rapidly learned an online banking application and provided just-in-time requirements to an Agile software team;

- helped developers and testers interact more directly with off-site end users via regular conference calls;
- helped the internal customer department to work more closely with the development team;
- documented User Stories and acceptance tests using a FitNesse wiki (for Fit acceptance testing);
- produced documentation and worked with the technical writer to avoid last-minute rush documentation demands;
- single-sourced XML schema documentation within the schema itself; implemented an xml documentation generator;
- collaborated with department manager in addressing personnel and morale issues.

## **Open Space Facilitator for XPdays North America**

*October 2005 to April 2008* in collaboration with Joe Rainsberger / Diaspar Software Inc.

The OpenSpace track of XPday events address the need of expert practitioners to swap stories and tackle advanced topics. As a facilitator I provide the physical infrastructure and process framework to enable this collaborative meeting technique, which has always resulted in spirited discussions and inspiring connections.

## **Senior Business Specialist / Testing Team Lead**

*September 2004 to July 2005* Solcorp Inc., Toronto.

Managed a small User Acceptance Testing team, including development of manual and automated processes and tools:

- Co-ordinated acceptance testing of deliverables from multiple teams, participated in test planning;
- Supported testing team: daily meeting, troubleshooting, liaison with other teams, including extended-hours support;
- Executed detailed XML-level testing of insurance services;
- Researched and recommended multiple time-saving tools, including XSL transformation tools;
- Managed defects using HEAT problem-ticket software and a daily meeting of team leads.

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## Senior Business Analyst / Methodology Coach

2003 to 2004 Trader Media Inc., Toronto.

Built a new development team and their processes, to handle the creation and maintenance of internal business software;

- coached the PM as he implemented a Scrum Agile software process in a department previously using more ad hoc methods;
- developed and implemented processes and tools for requirements gathering, planning, tracking and delivery;
- analysed customer problems, including automated and manual business processes, and collaborated on software design;
- organised cross-training of team members to reduce project risk.
- assisted department manager with daily administration of the team (ScrumMaster role).

## Component Modeler

2000 to 2003 Castek Inc., Toronto.

Participated in process improvement, requirements development, and later managed various difficult areas, crossing multiple teams;

- participated in collaborative Scrum teamwork, led Joint Application Design (JAD) sessions with users and IT personnel;
- co-ordinated the requirements of various teams involving Use Case creation, interface architecture and web-service design;
- designed Policy objects for use within the Claims system architecture, in conjunction with Application Architect;
- transformed Use Cases and sequence diagrams into object-oriented specifications using UML with Together/Java CASE tool;
- business modeling: produced UML models for a component-based, multi-tier Insurance Claims application.

## Business Analyst / Systems Analyst / Designer

1989 to 2000 Groupe Progestic Consultants, Montreal.

As a permanent employee, participated in various projects in Quebec and abroad, alone and on development teams.

- studied manual and automated processes (BPR with and without CASE tool).
- business-architecture & design for a Business-to-Consumer E-Commerce application for HTML and Java, using FDD practices;
- analysed client requirements, documenting them in various formats: Use Case, Feature Driven Development, DMR;
- designed automated systems for Java/VB/Natural/Cobol, using object-oriented and structured analysis methods;
- designed and delivered system documentation and end-user manuals and training;
- evaluated and recommended n-tier middleware tools and industrial mobile computing (handheld radio-frequency computers);

*Clients: Public Sector - Canadian Broadcasting Corporation, U.N. High Commission for Refugees (Geneva), Regie regionale de la sante et des services sociaux des Laurentides, Montreal Municipal Courthouse, Federal Business Development Bank, Canadian Centre for Justice Statistics, Quebec Ministry of Justice; Private Sector - Standard Life Corporate Systems, Natrel Foods, Gaz Metropolitain, McGill Conservatory of Music, Messageries Dynamiques ( a division of Groupe Quebecor, publisher ), Equifax Canada, McGill University.*

Several **Analyst / Programmer positions**, Montreal, Quebec. 1982 to 1989, detailed information available upon request.

## EDUCATION

### Coaching Professional Training – 2008

- The Coaches Training Institute - Completed 4-month "Coach Training Program"
- Newfield Network – completed 7-month "Coaching Excellence in Organizations" program

1986-1990 Concordia University / Faculty of Fine Arts: Bachelor in Art History and Studio Art. 1 year remaining.

1984-1985 McGill University / Certificate in M.I.S. First year of a three-year certificate.

### IT Professional Training: 1987 - present

- ScrumMaster Certification 2005 / CSP (Ken Schwaber);
- ScrumMaster Certification 2003 / CSM (Ken Schwaber);
- Object-Oriented Analysis;
- UDS/Forte O-O Framework Language (Sun Education)
- Thinking in Patterns w. Java (Bruce Eckel & Bill Venners);
- Visual Basic with MS Visual Design Studio;
- IDMS/R;: DB Concepts & Facilities, DB Analysis & Design.

1977-1981 Champlain College (CEGEP): Diploma of Collegiate Studies (DEC) in Data Processing, awarded *First in Class*

## OTHER INTERESTS:

For six years I have provided volunteer leadership within the international Agile community, online and in person, creating events and facilitating or teaching at Agile conferences. In addition, I enjoy painting, good science fiction, and exploring old cities. I am currently re-learning my mother-tongue of German, which will make me trilingual (I am already fluent in French!).

