

# NICOLAS HOEY

Program Scrum Master | Agile Transformation Leader | Full Stack Developer  
Natick, MA - 508-641-5695 - nicolasphoey@gmail.com - www.nichoey.com

## PROFESSIONAL SUMMARY

Program Scrum Master with a strong engineering foundation and a proven record of elevating Agile maturity, engineering quality, and delivery predictability across complex programs. Led 8 Scrum Masters and approximately 60 engineers to 99 percent plus automation coverage, strengthened Scrum at Scale adoption, and built data driven systems that improved visibility, flow, and execution. Known for decisive leadership, cross functional influence, and the ability to remove obstacles at scale while enabling teams to deliver high quality software consistently.

## PROFESSIONAL EXPERIENCE

### Program Scrum Master

January 2024 - Present

- Lead Agile delivery across multiple platforms, aligning engineering, product, and leadership around shared priorities and measurable outcomes.
- Define Jira governance, implement automation, and modernize workflows to improve quality, transparency, and throughput.
- Drive engineering excellence initiatives resulting in 99 percent plus automation coverage, with Business Continuity, Core Services, and Platform teams reaching 100 percent.
- Facilitate scaled Scrum events, manage cross team dependencies, and accelerate impediment resolution.
- Build dashboards, KPIs, and defect and DoD audit frameworks to strengthen predictability and risk management.
- Mentor Scrum Masters and coach teams in Scrum at Scale, continuous improvement, and technical delivery practices.
- Lead escalation reviews, branch cut readiness, and release coordination across organizational boundaries.

### Business Continuity Scrum Master

September 2022 - May 2024

- Supported engineering continuity and cross functional alignment.
- Overlapped with Program Scrum Master role for the final 5 months.

### Graduate Development Program - Career Pillar Lead

- Partnered with senior leadership to shape career development strategies and advancement pathways.
- Led professional development sessions and mentored early career professionals.

### Freelance Web Developer

2017 - Present

- Built full stack applications and led small development teams.

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## PROFESSIONAL EXPERIENCE (CONTINUED)

Union Carpenter / Carpenter Steward

2005 - 2020

- Led crews and coordinated high pressure, time sensitive work.

## EDUCATION

University of Massachusetts Amherst - Coding Program

2017

26 week intensive program in full stack web development.

## TECHNICAL SKILLS

Agile Leadership: Scrum, Scrum at Scale, SAFe, Agile coaching, continuous improvement

Tools: Jira (admin and automation), Jenkins, Ansible, Git, Copilot tools, Ollama, Cursor

Development: JavaScript, React, Vue, Node, Express, MongoDB, SQL, Firebase, Java

Core Strengths: Engineering quality, KPI design, defect management, stakeholder partnership, mentoring