Scott McConnell

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PROFESSIONAL SUMMARY

Delivery and Agile transformation leader with 10+ years of experience building high-performing engineering organizations in regulated fintech and federal environments. Specializes in designing scalable delivery systems, portfolio reporting frameworks, and workflow automation that improve predictability, compliance, and execution. Proven success integrating tools including Jira, Smartsheet Control Center, Productboard, Aha.io, Freshservice, and Microsoft Power Automate into cohesive delivery ecosystems.

CORE SKILLS

Agile Delivery Systems Design • Portfolio & Program Leadership
Flow Metrics (Lead Time, Cycle Time, Throughput) • Delivery Forecasting
Release Governance & Workflow Automation • Jira Administration & Integrations
Product Roadmapping Systems (Productboard, Aha.io)
Cross-Functional Engineering Leadership • Risk & Dependency Management

EXPERIENCE

October 2024 – April 2025
Senior Project Manager | Live Oak Bank | Wilmington, NC

- Led onboarding and standardization of Smartsheet Control Center for enterprise portfolio management.
- Drove Jira–Smartsheet integration, enabling near real-time synchronization of project status, milestones, and delivery metrics.
- Built automated portfolio reporting workflows, improving leadership visibility into delivery health, risks, and dependencies.
- Forecasted delivery timelines using historical Jira throughput data to improve predictability for regulatory and business-critical initiatives.
- Coordinated cross-team dependencies and synchronized releases across core banking platforms.
- Led risk mitigation for initiatives impacting highly regulated financial systems.

September 2020 – October 2024
Agile Coach | Live Oak Bank | Wilmington, NC

- Established flow-based metrics (Lead Time, Cycle Time, Throughput) to enable data-driven forecasting and improve delivery confidence.
- Designed release workflow automation using Microsoft Power Automate integrating Freshservice, Jira, and Confluence: Jira Fix Versions triggered release manifests, change requests, and approval routing automatically.
- Onboarded and scaled Productboard, built training resources, and implemented bi-directional integration with Jira to align roadmap strategy with execution.
- Served as SME for Productboard tooling and delivery workflow design.
- Mentored Scrum Masters and Product Owners while driving cross-team delivery improvements through metrics and systemic bottleneck analysis.
- Partnered with product and engineering leadership to align roadmaps, dependencies, and release plans.

June 2018 – September 2020
Scrum Master | Live Oak Bank | Wilmington, NC

- Served as Scrum Master and Jira Administrator, standardizing workflows to align teams with SDLC, audit, and release controls.
- Supported POC implementation of Aha.io and established Jira–Aha integration to enable lightweight PI planning, roadmap alignment, and improved forecasting across product and engineering teams.
- Improved backlog health, prioritization, and delivery visibility using Jira and Confluence reporting.
- Contributed to launch of the bank's first self-service loan servicing platform.

May 2014 – May 2018
Acting Product Director / Product Owner | Executive Office of the President | Washington, D.C.

- Owned product backlog and priorities for 18+ enterprise applications supporting the White House and federal agencies.
- Led product and delivery efforts during the transition from the 44th to the 45th Presidential Administration, ensuring continuity of mission-critical systems.
- Onboarded incoming administration offices, redefined priorities, and drove delivery of new applications required to support the new operational model.
- Directed full product lifecycle delivery across secure, high-availability federal systems.
- Established KPIs for applications serving 7,000+ users and processing millions of annual sensitive-data transactions.
- Managed vendor and implementation partners including Deloitte Digital, Acumen Solutions, and Salesforce.

TOOLS & TECHNOLOGY

- **Delivery Systems:** Jira (Admin), Confluence, Smartsheet Control Center, Productboard, Aha.io
- **Automation & Governance:** Microsoft Power Automate, Freshservice, Jira–Smartsheet Integrations
- **Metrics & Reporting:** Flow Metrics, Delivery Forecasting, Portfolio Reporting
- **Platforms:** Salesforce, Microsoft 365, Google Workspace

EDUCATION

The Pennsylvania State University
Bachelor of Science, Management Information Systems

CERTIFICATES & RELEVANT TRAINING

PMP (2025) • ICAgile Agile Coaching (2020) • Professional Scrum Master (2019)
Product Management (General Assembly) • Certified Scrum Master

MILITARY SERVICE

Army National Guard - Human Resource Specialist (2001-2007)