Patrick Liang, CSM, PMP, MBA

☐ (416) 838-3220 ☐ pat.liang@gmail.com

SENIOR SCRUM MASTER/AGILE COACH

- Innovative and data-driven scrum master, specializing in leading and motivating cross-functional teams to create a collaborative and high-performing work environment.
- 8 years of experience as **Scrum Master** including leading Agile transformation at Deloitte; 10+ years of Project Management experience gained by managing complex, strategically-driven initiatives.
- **CSM**, **SAFe® Advanced Scrum Master,** PMP, **Azure** and ITIL certified, B.S. in computer science and MBA, utilizing a distinctive combination of business and technical expertise to deliver exceptional enterprise solutions.
- Successfully led matrix teams of 35 resources and managed budgets up to $10 million aligning business goals with feasible solutions to drive process improvements and competitive advantage.

AREAS OF EXPERTISE

- Organizational Skills
- Change Management
- Stakeholder Expectation Management
- Technical Familiarity
- Solution Evaluation
- Risk Management
- Conflict Facilitation
- Business Analysis
- Vendor & Offshore Management

PROFESSIONAL EXPERIENCE

TD – Toronto, ON	Products: Data as a Service Adoption & AI Model Dev.
Sr. Scrum Master/Scrum Master	October 2021 – Present

- Facilitated end to end agile ceremonies for multiple scrum teams and coached team members using best practices and acted as an agile champion to sharp agile practices within the enterprise DaaS product group.
- Created and monitored dashboards and metrics reports to identify areas of improvement and recommended best practices.
- Helped other agile practitioners to solve problems with innovative solutions by creating over 10 tools such as retrospective tools, random picker wheels, vote of confidence tools, etc. that are used by over 100 teams within TD.
- Stood up multiple communities of interest by creating templates, setting up COI structures, facilitating COI events, etc.
- Developing 100+ colleagues by scheduling training sessions, workshops, COI events and sharing my knowledge and experiences.

TD – Toronto, ON	Projects: EIM DCJ, FATCA, CRS, D&A
Sr. Project Manager/Scrum Master	March 2015 – October 2021

- Acted as scrum master to deliver Innovative Automation infrastructure & migration project by facilitating sprint planning meetings, daily scrum, sprint review, product backlog refinement meetings and sprint retrospective, resolved impediments and mitigated risks.
- Effectively managed various stakeholders involving EA, TRMIS, ITS, TCOE, PCOE, OCDO, PBS, and multiple LOBs and achieved critical decisions and solutions.
- Planned and delivered multiple tier 2/3/4 projects for D&A and EIM teams including DCJ, OCP, eSignature, IA, FATCA, CRS, etc.
- Managed matrix teams of up to 35 resources including architects, designers, developers, business analyst, testers, and deployment team to deliver multiple projects in parallel.

Deloitte – Toronto, ON	Projects: Agile Transformation, Deloitte Tax ECM, Deloitte International Payroll, Tax Reporting System
Scrum Master/Agile Coach	January 2008 – March 2015

- Championed process development of internal Agile framework and project performance metrics reports for PMO; Migrated projects from waterfall to scrum and coached junior PMs for Agile transformation.
- Facilitated sprint planning, review, retrospective, and client demonstrations and kept the team together to follow "definition of done" all the time to ensure successful sprints.
- Helped product owners in grooming and prioritizing product backlogs and helped the teams to write and split User stories, breakdown Epics.
- Managed multiple projects concurrently with $300 K to $1 MM in budget, 6 months to 2 years in duration and team size up to 30 resources.
- Successfully transitioned 3 large size projects to offshore teams to support firm's IT strategy; created an internal team to bring project in house from contractors, reducing cost by $750 K a year.

Digital Vantage Point Inc. – Markham, ON	Project: E-commerce & ERP Integration System
Project Manager	August 2006 – January 2008

- Negotiated, defined, and managed project scope. Managed full software development life cycle of several high visibility e-commerce web integration projects.
- Conducted regular risk assessments and quality assurance reviews to evaluate compliance with requirements and to identify potential gaps.
- Managed multiple project teams to deliver an ERP integration project for Jysk, one of the world's largest furniture retailers and a wholesale online ordering system for Phillips, an US based office supply provider with 6 sales centres and 1 distribution centre.

AJC & Associates Inc. – Markham, ON	Project: Health Care Application & Credit Card Application
Project Lead, Senior Consultant	August 2005 – August 2006

- Participated in large scrum of scrums teams to deliver major business rule components of a Credit Card Chargeback & Dispute System.
- Managed a 4 members team to deliver a Health Care System that automates daily tasks, streamlines workflows as a single, accessible source of patient data.
- Consulted and implemented a Wiki based Defect Reporting System.

TECHNICAL SKILLS

- Tools: Confluence, Confiforms, Clarity PPM, MS Project, Visio, MS PowerApps, Visual Code
- Platforms: JIRA, Windows, SharePoint, AS/400, Unix, Linux, Android, Github, WordPress
- Languages: Python, R, SAS, GO, C#, Java, PL/SQL, SQL, T-SQL, JavaScript, HTML, CSS
- Database: MS SQL, Oracle, DB2, MySQL, Mongodb

EDUCATION

- Master of Business Administration (MBA), Rotman School of Management, University of Toronto
- Bachelor of Computer Science, Hunan University, China

PROFESSIONAL ACCREDITATIONS

- Certified SAFe® Advanced Scrum Master, Scaled Agile, Inc., 2023
- Microsoft Azure Data Fundamentals Certified, Microsoft, 2021
- Microsoft Azure AI Fundamentals Certified, Microsoft, 2021
- Microsoft Azure Fundamentals Certified, Microsoft, 2021
- Certified SAFe® Agilist (Scaled agile framework), Scaled Agile, Inc., 2020
- Certified ScrumMaster® (CSM), Scrum Alliance, 2017
- Project Management Professional (PMP), Certified through PMI, 2011
- IT Infrastructure Library (ITIL) V3 Foundation Certificate, 2010
- Microsoft Certified Technology Specialist (MCTS) Dynamics, 2007
- Microsoft Certified Technology Specialist (MCTS) BizTalk, 2006
- Microsoft Certified Professional (MCP) .Net, 2005

PROFESSIONAL DEVELOPMENT

- SAFe® Advanced Scrum Master Training, Scaled Agile, Inc., Toronto, 2023
- Microsoft Azure Data Fundamentals, University of Calgary, 2021
- Microsoft Azure AI Fundamentals, University of Calgary, 2021
- Microsoft Azure Fundamentals, Seneca College, 2021
- Designing and Implementing an Azure AI Solution, Microsoft, 2021
- Designing and Implementing a Data Science Solution on Azure, Microsoft, 2021
- AgilePM® Project Management, TD, Toronto, 2019
- API boot camp (NodeJS technology and Strongloop), IBM, Toronto, 2016
- Node.js Fundamentals, SkillPort, Toronto, 2016
- Getting Started with AngularJS, SkillPort, Toronto, 2016
- REST API: Exploring the basis and advanced features, SkillPort, Toronto, 2016
- Clarity PPM training, SumTotal Systems, Toronto, 2016
- Keys to controlling project scope, Global Knowledge, Toronto, 2015
- Managing stakeholder expectations for project success, Global Knowledge, Toronto, 2015
- Agile boot camp, PM world, Toronto, 2013
- IIBA Training – Essential Skills for the Business Analyst, Deloitte, Toronto, 2011
- IT Infrastructure Library (ITIL) V3 Training, Deloitte, Toronto, 2010