

TERRY MUYAMBO



hello@terrymuyambo.com



+27 72 898 7043



Cape Town, South Africa



SA ID, Code B Driver's License

SUMMARY

Terry is a Scrum Master with 5+ years of SDLC experience working on digital projects.

He is recognized for his strong interpersonal skills, technical aptitude and servant leadership guided by agile principles.

Terry is currently searching for Scrum Master roles within an in-house agile team (no agencies or short-term consulting.)

EDUCATION

Bachelor of Commerce

University of the Western Cape

CERTIFICATIONS

Project Management Essentials Certified (PMEC)

Management and Strategy Institute

Certified Scrum Master (CSM)

Scrum Alliance

Six Sigma Yellow Belt (SSYB)

6SigmaStudy

erpFoundation

SAP

openSAP Basics of Design Testing

openSAP

EXPERIENCE

Scrum Master (Business Intelligence) | Sanlam (www.sanlam.co.za)

Cape Town, South Africa

Jul 2021 - Present

- Establishes and manages team cadence throughout delivery lifecycle through facilitating all scrum ceremonies, ensuring the development teams are practicing the core agile principles of collaboration, prioritization, team accountability, and visibility.
- Stakeholder management and playback, including product owners, executive sponsors and other external teams through team meetings and 1:1 sessions.
- Works closely with leadership to define product and establish product backlog; Owns the delivery roadmap.
- Supports the execution team with resolution of impediments and interdependencies, managing risks and issues.
- Plans deliverables and helps teams monitor performance.
- Leads and coaches the company in its Scrum adoption by helping employees and stakeholders understand Scrum and empirical product development

Senior Analyst | Confluence Technologies (www.confluence.com)

Remote (UK Team)

Jan 2021 - May 2021

- Acted as the interface between development and client-facing teams, using knowledge of investment analysis methodologies and the software codebase to triage identified defects and fix these where possible.
- Specification handovers; created and executed test plans to ensure the Fintech (portfolio analysis) solution met the functional requirement before authorizing application release.
- Worked with Product Managers and Developers to ensure tasks were estimated accurately to ensure on-time product delivery.
- Used financial knowledge to create replicable test beds with valid output.
- Tracked bugs in a CRM database and assumed ownership of their resolution by coordinating with developers and retesting any fixes supplied.
- Product handovers; used subject matter expertise and platform knowledge to create internal documentation and assist other departments in familiarizing themselves with new functionality.

SKILLS

- Agile Methodologies - Scrum, Kanban
- Agile Coaching
- API Testing with Postman
- Mobile testing - Android and iOS
- Documentation (Technical and non-technical writing)
- Desktop/Web testing - Mac, Linux and Windows (cross-browser)
- Customer Service - Retail; IT Helpdesk
- Google Suite
- Enterprise Resource Planning (ERP)
- MS Office
- Payment Systems - Postilion, ATMs
- Project Management/Team Collaboration Systems - DevOps, Jira, Trello, TargetProcess, VSTS
- Project Management Principles
- SAP
- Scrum Facilitation
- Software Testing - bug tracking, compiling bug reports, regression testing, UAT
- Software Test Management Systems - e.g TestRail, TestLink and Selenium
- Troubleshooting
- Waterfall Methodology

REFERENCES

- Available on Request

EXPERIENCE...

QA Engineer/Scrum Master | **Dotdigital** (www.dotdigital.com)

Remote (UK Team)

Jan 2018 - Dec 2020

- Owned the facilitation and execution of testing activities for multiple engineering teams within the company's technology department.
- Introduced a recurring 3 Amigos session to perform requirement analysis with the Product Manager and Dev Lead to establish acceptance criteria and determine more accurate test coverage for user stories.
- Introduced a regular bug triage session to manage the defects' backlog and prioritize fixes.
- Wrote and maintained test automation scripts in Robot Framework using Selenium Library; Recorded, documented, translated and reported test results.
- Introduced and oversaw various operational processes to guide the company's application of agile software development principles.
- Conducted fortnightly release testing activities; performing manual regression testing, monitoring logs and running the automated test suites, providing a report of the results to stakeholders.
- Facilitated scrum events for multiple (on-site and remote) teams applying scrum knowledge to identify process flaws and make recommendations for resolution.

Technical Consultant | **Afferent Software** (www.afferentsoftware.com)

Cape Town, South Africa & Remote (UK Team)

Apr 2017 - Dec 2017

- Provided project support during the development of a software Postilion plugin/patch for Cardtronics to combat reversal fraud.
- Successfully configured, implemented and tested a system enhancement allowing Travellex foreign currency ATMs to accept China Union Pay EMV cards in the APAC region.
- Consulted as a test analyst in the Cashdash project - a collaboration between Cardtronics, the UK's biggest ATM operator and an Israeli FinTech wallet app which gave the travelers the ability to perform currency conversions online, with cash pickups at any of Cardtronics' thousands of Cashzone ATMs in the UK.
- Improved company process by implementing and introducing the use of TestRail for test management. Test cases were perviously captured in spreadsheets.
- Produced various technical and non-technical documentation for client projects e.g. Test Plans, Business Cases and Technical Design Documents.
- Regularly conducted requirements gathering for client projects and liaised with clients to work through project-related issues; supporting UAT testing on-site and via alternative communication channels.

Other Roles

Sep 2019 - | **Founder** @ Name Brands

Jan 2016 - Aug 2019 | **Co-Founder** @ I Digit Media

Aug 2016 - Mar 2017 | **QA Tester** @ Methys

Jan 2016 - Aug 2016 | **IT Operations/QA** @ Realm Digital

Jan 2012 - Dec 2015 | **PC Salesperson** @ Dion Wired

Jan 2013 - Dec 2015 | **PC Lab Assistant** @ UWC Student Support Services