

## Mark McLychok, CSM

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### Scrum Master Profile

- ❖ Assumed role of 'change agent' on a large development team during the successful transition to Scrum.
- ❖ Aided in the achievement of business objectives by enabling team engagement and coaching the team to stay focused on achieving sprint goals.
- ❖ Arranged Scrum ceremonies across multiple time-zones with co-located and international teams.
- ❖ Partnered with the Product Owner to evaluate project requests on business value, maintain the project roadmap, and prioritize the product backlog.
- ❖ Made product increments transparent to leadership through hands-on sprint review demonstrations.
- ❖ Decreased impediments by fostering relationship between the Engineering and Marketing teams and teaching business partners about the Scrum process.
- ❖ Reading books, blogs and forums for new and innovative ways to gather data and insights in retrospectives
- ❖ Participate in local Agile meetups to gather new ideas about Scrum and XP
- ❖ Have written articles on LinkedIn about Agile and productivity

### Skills

#### Project Management

Iteration Planning  
User Story Writing  
Root Cause Analysis  
Design/Systems Thinking  
Removing Impediments

#### Leadership

Facilitation  
Team Building  
Conflict Resolution  
Servant Leadership  
Onboarding

#### Technical

HTML/CSS  
JavaScript  
CMS Administration  
End-to-end Testing  
APIs and JS Frameworks

### Experience

Citrix (ShareFile) Raleigh, NC - *Web Project Manager, Scrum Master, Content Producer* -  
March 2014 - October 2017

- ❖ Facilitated Agile software development ceremonies including daily stand-ups, sprint planning and reviews, retrospectives, story writing workshops, and product backlog refinement.
- ❖ Responsible for all non-code content updates.
- ❖ Worked closely with leadership, product owners and product marketers on long-term project planning.

- ❖ Jira admin responsible for product and sprint backlog creation, reporting, and documentation.
- ❖ Removed impediments, tracked external dependencies, incorporated business partner feedback, and implemented team analysis from retrospectives.
- ❖ Facilitated communications between marketing, product managers, and engineers.
- ❖ Translated business goals into team goals and helped the developers to deliver high quality product increment by the end of the sprint.
- ❖ Streamlined business processes and experimented with new techniques to improve team engagement and performance.

Citrix Online (GoToMeeting, GoToWebinar, GoToMyPC) Santa Barbara, CA - *Web Developer, Scrum Master* - May 2006 - March 2014

- ❖ Worked with product managers, designers, and back-end engineers to develop, optimize, and maintain Web properties including gotomeeting.com and gotomypc.com
- ❖ Developed HTML email and lead nurture landing pages
- ❖ Conducted daily performance evaluations to ensure that emails rendered correctly across clients regardless of platform, and that form data flowed correctly into Salesforce and CRM system.

BZ Results, Coventry, RI - *Flash Website Developer* - January 2005 - February 2006

- ❖ Created websites for auto dealerships nationwide by using Flash, XML, CSS.
- ❖ Worked with account managers and clients to implement their branding, custom behaviors and animations.

## Awards

Citrix Online 2007 Innovation Prize - Company MVP

Experimenting with CSS in HTML emails, I created a button or 'call to action' that rendered when email clients disabled images. This innovation increased email channel sales by 14%.

## Education

- ❖ University of Southwestern Louisiana, Lafayette, LA | theatre arts | completed 1 year
- ❖ Santa Barbara City College, Santa Barbara, CA | history | theatre arts | completed 1 year

## Certifications

Certified Scrum Master, Scrum Alliance ID#765118

## References

Available upon request.