Austen Tucker

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Seasoned Scrum Master, Agile Coach, and Program Manager with 15 years' experience delivering customer-focused software solutions. I drive agile transformations and lead by example My north star in my career has always been boosting team productivity, and harness AI technologies to develop elegant, repeatable solutions for my teams.

KEY ACCOMPLISHMENTS

- Reduced planning time by 50% at Arity by implementing data-driven prioritization practices
- Increased feature throughput by 400% at WorkTango
- Generated $1.5B in locked loans with one sprint of work at Guaranteed Rate

PROFESSIONAL EXPERIENCE

Allstate, Chicago, IL

Senior Program Manager | 08/2023 – 02/2025
- Led cross-functional teams to deliver key initiatives across the Allstate Family of Companies.
- Enhanced decision-making through robust metrics and streamlined project management tools in both Sharepoint and Digital.ai.
- Championed agile practices and AI adoption by co-designing an AI training curriculum for the product department.

Arity, Chicago, IL

Senior Scrum Master & Agile Coach | 06/2020 – 08/2023
- Slashed planning time by 50% for quarterly planning for 50+ engineers
- Mentored Scrum Masters, enabling three promotions and strengthening agile alignment within the org

WorkTango, Chicago, IL

Senior Scrum Master & Head of Agile PMO | 01/2019 – 06/2020
- Spearheaded agile transformation during a merger, boosting feature delivery throughput by 400%
- Redesigned workflows to double team velocity
- Nurtured future leaders by building a mentorship program within the technology organization

Guaranteed Rate, Chicago, IL

Scrum Master & Project Lead | 11/2015 – 12/2018
- Rescoped a delayed initiative to deliver an MVP in two months, cutting production time by 75%.
- Developed a measurement plan that streamlined app functionality and elevated user engagement.
- Acted as product owner for a data mining tool, generating $1.5B in locked loans.

OTHER EXPERIENCE

Chicago Housing Authority, Chicago, IL
Business Analyst & Scrum Master | 10/2012 – 10/2015

Technology Partnership Group, Indianapolis, IN
Business Analyst | 05/2009 – 09/2012

TOOLS & SKILLS

• *Facilitation:* Jira, Digital.ai, Confluence, Trello, Mural, Remote/Hybrid Facilitation, Offshore Coordination

• *Development:* Next.js, React, Node.js, Python, Express, Bootstrap, Postgres, Amazon Lambdas, Postman, AI Prompting, Agentic Development, Cursor.ai

• *Tracking & Analysis:* Google Analytics, Hotjar, Datadog, Grafana, Tableau, Swagger • *Communication & Multimedia:* Video, Audio, Graphic Production, Training Production, Professional Writer

EDUCATION & CERTIFICATIONS

Wabash College, B.A. in English, Rhetoric, and Teacher Education, 2007
Certified Scrum Master (CSM) - 2011-Present