**Stevie Peterson, CCMP, PMP, CBAP, ITIL, PMI-ACP, PMI-PBA, PMI-ACP, PMI-PBA, LSSGB, IIBA-POA, IIBA-AAC, CSM, DASM**

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 **MANAGEMENT CONSULTANT & TRAINER**

**Program Management • Agile Transformation and Coaching • Organizational Change Management • Service Management (ITIL) • Strategic Business Analysis • LEAN Process Design and Improvement**

Strategic, integrity-driven, and results-focused professional with a time-tested record optimizing efficiency and effectiveness in systems and processes, from Agile transformation, leadership/governance structures, organizational change management, through IT and business process modernization for small to large-scale organizations. Accomplished Business Solutions and Management Consultant with proven success capitalizing on systems improvements, program management, and strategic plan development and implementation. Experienced, values-based leader, strategist, coach, and trainer, adept at facilitating strategic support and leading process and technology-driven transformations to maximize growth and increase business performance.

**Key Areas of Expertise**

Program Management | Agile Methodologies (Scrum, Kanban, Lean) | Strategic Business Analysis | Curriculum Development | Training Development & Delivery | Human-Centered Design | Organizational Change Management | Agile Consulting & Transformation | Process Design & Improvement | Organizational Development | Management System Optimization | Revenue Maximization | Business Strategy Development & Execution | Business Administration | Requirements Analysis | Business Continuity Planning | Operational Excellence | Service Management | Business Analytics | Strong Analytical & Problem Solving Skills | Excellent Organizational & Prioritization Skills | Business Relationship Management | High Attention to Detail | Strong Verbal and Written Communication Skills | Continual Improvement | Team Development

**Tools & Methodologies**

Scrum, Agile Engineering Practices, Agile Transformation & SDLC, Collaborative Games, Kanban, Facilitation, ITIL Framework, PMI Portfolio/Program/Project Framework, IIBA Framework, ACMP Framework, CMMI, LEAN, Six Sigma, Organizational Readiness Assessment Tools, Process Modeling, Data Modeling, Business Cases, Prototyping, Use Cases, Microsoft Office Suite, Visio, Jira, TFS, ITIL Tools, Business Capability Analysis

**Professional Experience**

**◤ Management Consultant & Trainer (Founder and Principal) September 2005 – Present**

**FUZION Consulting & Training Services, LLC • Minneapolis, MN**

Maximizes the provision of scalable, comprehensive, and personalized advisory and training services for large-scale enterprises in manufacturing, health care, retail, government, and finance, driving efficiency and effectiveness in their systems and processes.

* Facilitates and capitalizes on strategic support and leading-edge Service Management (ITIL), Continual Improvement (Lean/Six Sigma), and Agile-related transformation initiatives to maximize growth and increase business performance.
* Serves as a trusted advisor, cultivating rapport with C-level executives and working closely with management teams to examine firms’ existing resources and practices and overall organizational capability related to strategic goals and service portfolios.
* Conducts organizational readiness assessments and deliver strategic consulting and change management support, including business process transformation and workflow improvements, ensuring personnel’s rapid adoption of introduced changes.
* Consults extensively with stakeholders at all levels within the organization to articulate the business need, establish baselines, determine measurable objectives, analyze requirements, and develop cost-effective, feasible solutions.
* Strategically architects Project Management Offices and Centers of Excellence, cultivating the growth of the organization’s program and project management maturity, resulting in improved business outcomes, increased efficiency, and reduced risks.

**Key Contributions**

* Directed successful implementation initiatives that bolstered both traditional and agile methodologies and processes, contributing to a 67% increase in project delivery speed or efficiency among enterprises and 15% increase in employee morale.
* Substantially brought 25%-50% improvement in overall productivity and quality within the business and operational environments of over multiple organizations, capitalizing on multiple process redesign and development initiatives.
* Authored and delivered accredited training materials, such as ITIL® Foundations (Versions 2 and 3), Organizational Change Management, Program and Project Management Fundamentals, Business Process Design & Improvement, Agile Fundamentals, and Business Analysis, and soft skills (e.g., Influencing without Authority, Facilitation Skills, etc.).

**Representative Work Experience**

**◤ Program, LEAN, OCM, ITIL, and EPMO Consultant Mar 2019 – Present**

**Ramsey County • St. Paul, MN**

* Architected a Program to transform purchasing and contracting practices from being transactional and decentralized to a centralized model that is designed to be relational, equitable, efficient, user-friendly, and transparent.
	+ Led 5 workstreams to architect the future-state organizational model and processes to decrease cycle time by 50%; transformed program goals to objective measures of success with measurement methodologies.
	+ Created and facilitated a multi-level governance structure that included the voice of the community.
	+ Launched a change team representative of impacted departments to facilitate and sustain the introduced changes.
* Led the modernization of the Enterprise Project Management Office; redesigned consultant recruiting processes resulting in 70% decrease in cycle time; facilitated the hiring of 42 consultants and 6 employees.
* Authored toolkits in the areas of Program Management, Business Analysis, Organizational Change Management, and Business Relationship Management consisting of policies, processes, procedures, and comprehensive templates with work instructions. Toolkits served as a successful resource for all EPMO personnel and provided a consistent experience for business partners.
* Collaboratively developed ITIL-based policies, processes, and procedures for the Service Desk function and three ITIL Practices; developed and delivered training.
* Developed metrics, measurements, and key performance indicators for all Information Services functions to strategically align the organization to reach departmental goals and successfully contribute to Ramsey County’s strategic priorities.
* Authored an Individual Development Plan methodology and template which served as the pilot for the County.

**◤ Program, ITIL, and OCM Consultant (Part-Time) Apr 2021 – Present**

**North Dakota University System • Grand Forks, ND**

* Consulted with Core Technology Services (CTS) to assess the current-state with baselines and create an ITIL-based roadmap to mature Information Technology-related Practices within business constraints.
* Led 9 workstreams to develop implement standards, processes, and work instructions with metrics and key performance indicators to more effectively deliver and support products, services, and systems to 11 campuses and the systems office.
* Developed and delivered ITIL and OCM training to 150+ personnel.
* Developed a methodology, measures, and key performance indicators to measure service delivery and support moving from an anecdotal to data-driven organization.
* Met or surpassed all CTS and campus key performance indicators related to service delivery and support, and user and employee satisfaction.

**◤ Agile Coach Consultant (Part-Time) Sep 2019 – Jun 2023**

**Aon Reinsurance Division • Global**

* Trained and coached 6 Product Owners, 8 Scrum Masters, including 5 global development teams to lift maturity levels, achieving completely productive team sprints with a 67% improvement in time to market with 12% decrease in escaped defects.
* Designed a viable and effective agile roadmap to attain corporate objectives, along with an organizational change management approach; analyzed complex business processes to identify opportunities for improvement.
* Formulated and trained a change team representative of all functions to solidify implemented practices and sustain results.

**◤ Agile Coach / Project Manager (Part-Time) Dec 2017 – Feb 2019**

**Mayo • Rochester, MN**

* Established an Agile/Scrum hybrid project strategy for Mayo's Natural Language Programming (NLP) division, facilitating the successful transition from waterfall methodologies, leading to a 30% improvement in overall team productivity.
* Comprehensively wrote policy, process, and procedural team agile documentation reflecting the customized approach.
* Trained, coached, and mentored the Product Owner, 8+ team members, governing bodies, and project personnel through multiple sprints while performing the role of a Scrum Master; helped teams identify and remove impediments to progress, leading to a 35% increase in on-time project delivery and a 15% reduction in rework.

**◤ Lean Consultant / Trainer (Part-Time) Feb 2015 – Feb 2017**

**Bimeda, Inc. • Le Sueur, MN**

* Effectuated an organizational transformation toward a LEAN process improvement culture, consisting primarily of a governance framework and four simultaneous "A3" project teams (across two rounds of projects).
* Coordinated with stakeholders to identify business objectives, develop user stories, and prioritize backlogs; integrated three sprint events (planning, reviews, and retrospectives) that resulted in 90% success rate across all projects.
* Launched a time and motion study to establish baseline metrics, improving team dynamics, performance, and efficiency.
* Facilitated 3+ Kaizen events, which helped teams identify opportunities for increased productivity, streamlined processes, and less waste; enabled departments to improve performance by as much as 50%.
* Initiated an employee engagement survey to reinforce a baseline from which to measure improvement; consistently monitored the progress of teams against agreed-upon goals and timelines, generating solutions that reduced cost overruns.

**Earlier Work Experience**

**Practice Director, Organizational Change Management, Governance, and Program Management |** Pepperweed • USA

**Vice President, Process & Controls, Information Technologies |** U.S. Bancorp • Minneapolis, MN

**Director, Business Development, Consumer Division |** U.S. WEST Communications • Minneapolis, MN

**Director, PMO, Business & Government Services Division |** U.S. WEST Communications • Minneapolis, MN

**Agile Consultant / ITIL Consultant (Part-Time) |** SafeNet Consulting, Inc. • St. Paul, MN

**Education & Professional Development**

**MA, Human Resource Development, Organization Development** University of St. Thomas • Minneapolis/St. Paul, MN

**MA, Program Management & Leadership** University of Denver • Denver, CO

**BS, Sociology of Law, Criminology & Deviance** University of Minnesota • Minneapolis, MN

**Certifications**

**Disciplined Agile Scrum Master Certification (DASM)** Project Management Institute • 2022

**Product Ownership Analysis Certificate (IIBA-POA)** International Institute of Business Analysis • 2021

**ITIL v4 Managing Professional** Axelos • 2020

**ITIL Foundation v4 Certification** Axelos • 2020

**Agile Analysis Certification (IIBA-AAC)** International Institute of Business Analysis • 2018

**Certified Change Management Professional (CCMP)** The Association of Change Management Professionals • 2017

**Professional in Business Analysis (PMI-PBA)** Project Management Institute • 2014

**Agile Certified Practitioner (PMI-ACP)** Project Management Institute • 2014

**Certified ScrumMaster (CSM)** Scrum Alliance • 2013

**Certified Business Analysis Professional (CBAP)** International Institute of Business Analysis • 2013

**ITIL Service Strategy Certification** EXIN • 2012

**COBIT Foundation Certificate** Information Systems Audit and Control Association • 2011

**ITIL Continual Service Improvement Lifecycle Certification** EXIN • 2010

**ITIL Service Design Lifecycle Certification** EXIN • 2009

**ITIL v3 Expert** EXIN • 2009

**ITIL Foundations v3 Certification** EXIN • 2008

**Six Sigma Green Belt** Strategic Alliance • 2003

**ITIL v2 Manager’s Certification (with a mark of Distinction)** EXIN • 2002

**ITIL Foundation v2 Certification** EXIN • 2002

**Certified Project Management Professional (PMP)** Project Management Institute • 1999

**Professional Affiliations & Memberships**

***Member*, The Association of Change Management Professionals • *Member*, Scrum Alliance • *Member*, Organizational Development Network (ODN) • *Member*, International Institute of Business Analysis • *Member*, IT Service Management Forum (itSMF) • *Member*, Minnesota OD Network • *Member*, Project Management Institute**