

# AHMED REZK

## SENIOR SCRUM MASTER & AGILE COACH

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### PROFESSIONAL SUMMARY

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Results-driven Scrum Master and Agile Coach with 7 years of engineering and project management experience driving successful digital transformation and software delivery. Expert in scaling Agile methodologies (SAFe) and empowering cross-functional teams to exceed sprint goals while continuously optimizing performance. Adept at bridging the gap between technical execution and enterprise strategy, with a proven track record of orchestrating complex AI and automation integrations to maximize operational efficiency.

### CORE COMPETENCIES

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**Agile Frameworks:** Scrum Management, SAFe Methodologies, Cross-Functional Team Leadership, Agile Ceremonies Facilitation, Continuous Improvement.

**Product Delivery:** Product Lifecycle Management, Backlog Prioritization, User Story Creation, Roadmap Development, SDLC Management.

**Technical & Tools:** AI Agent Orchestration, Azure Planning, MS Project, .Net Environments, DevSecOps Principles.

### PROFESSIONAL EXPERIENCE

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**Scrum Master** Aug 2023 – Present

**Vodafone Intelligent Solutions (\_VOIS)** · Cairo, Egypt

- Orchestrated multiple Agile Release Trains (ARTs) utilizing SAFe methodologies, ensuring seamless alignment between technical deliverables and overall enterprise strategic objectives.
- Spearheaded the integration of an advanced AI agent alongside the AI team, automating routine support tasks and orchestration workflows, which significantly reduced manual effort and boosted operational efficiency.
- Facilitated end-to-end Agile ceremonies (Daily Stand-ups, Sprint Planning, Reviews, Retrospectives) to foster high-performance collaboration across Development, QA, and DevOps teams.
- Led comprehensive requirement gathering and sprint planning on Azure, acting as the primary liaison to align development output with stakeholder expectations.
- Directed speaker arrangements and managed cross-functional communication to ensure the successful execution of the internal VOIS Hackathon.

**Automation Business Analyst** Sep 2022 – Aug 2023

**Vodafone Intelligent Solutions (\_VOIS)** · Cairo, Egypt

- Drove digital transformation and automation initiatives within the RAN Squad Team, identifying key bottlenecks and implementing streamlined technical solutions.
- Led requirements analysis for Site Down Management in direct collaboration with Vodafone Italy.
- Conducted deep-dive analysis of Site-in/out and cell lock/unlock procedures for a digital field project, successfully automating previously manual NOC team processes.
- Forged strategic partnerships with solution architects to design and execute automation pipelines, while collaborating on comprehensive Wiki documentation for all Vodafone Italy digital systems.

## **IT Project Manager** Jun 2021 – Aug 2022

**EFG Holding** · *Cairo, Egypt*

- Directed the end-to-end software development life cycle (SDLC) for multiple enterprise applications built on .Net technology.
- Established robust Agile practices by skillfully orchestrating all Scrum ceremonies, including backlog grooming, sprint planning, and retrospectives.
- Standardized project documentation by creating comprehensive User Story and Use Case templates, ensuring strict adherence to PMO Governance frameworks.

## **Software Engineer** May 2018 – Apr 2020

**SobekIT** · *Johannesburg, South Africa*

- Engineered and successfully deployed an automated Attendance system utilizing Kadas technology, which drove a 30% reduction in company operational costs.
- Designed and implemented a streamlined employee Leave Management system, significantly reducing processing time and administrative overhead for the HR department.
- Developed a real-time Chatting and Notification system that modernized internal communications and event announcements between management and staff.

## **EDUCATION & CERTIFICATIONS**

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**Certifications:** ICP-ATF, SAFe® 6 Scrum Master, SAFe® 5 Practitioner, Google Project Management Program, DevSecOps by Vodafone, EF SET Certificate™ (Advanced English).

### **Bachelor of Computer and Information Technology**

Mansoura University — Faculty of Computer and Information Science · Jun 2014

### **Diploma in Open Source Development**

Information Technology Institute (ITI) · Apr 2018