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COLLEEN THOMAS

Scrum Coach | Technical Project Manager | Agile Delivery Consultant

Contact

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Summary

Scrum Coach and Technical Project Manager with 8+ years of experience delivering complex software solutions across fintech, compliance, and enterprise environments. Proven track record of leading cross-functional teams, improving Agile delivery performance, and aligning technical execution with business and product goals.

Experienced in Agile coaching, technical delivery, and product collaboration, with key achievements including increasing sprint velocity by up to 25 percent and reducing operational cycle times by 40 percent through automation and process optimization. Currently consulting across multiple organizations, supporting Agile transformation, product delivery, and scalable system execution.

Core Skills

- Agile Delivery (Scrum, Kanban)
- Scrum Coaching
- Technical Project Management
- Product Collaboration
- Process Optimization
- Change Management
- Business Analysis
- UI/UX Design
- WordPress Development

Education

Bachelor of Arts in Communication Science
University of South Africa — Aug 2012 - Present

Field of Studies
Computer Science fundamentals and communication science.

Relevant Focus Areas:
- C++ programming
- Business Management 1A
- Economics 101
- Psychology
- English Literature & Writing

Tools

- Jira
- Confluence
- MS Project
- Trello
- Smartsheet
- Figma
- Lucid Charts
- Notion
- Miro
- Wordpress
- Canva
- Slack
- Github
- Zapier

Certifications

- Agile Project Management - Project Management Institute
- Predictive Project Management - Project Management Institute
- Project Management Foundations - Coursera
- Project Management Fundamentals - UDEMY
- Cardano Fundamentals - Binance Academy

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Consulting Approach

I chose to pursue consulting to work across a diverse range of teams, industries, and delivery environments, allowing me to apply my experience where it creates the most impact. I thrive in dynamic settings, working across different time zones, contract durations, and team structures, and am able to quickly adapt to new environments while maintaining delivery momentum.

My approach is hands-on and outcome-driven, focused on rapidly understanding business and technical contexts, identifying delivery gaps, and implementing practical, scalable solutions. I am particularly effective in environments that require alignment across stakeholders, clarity in execution, and improvement in team performance.

Working across multiple engagements has strengthened my ability to navigate complexity, manage competing priorities, and deliver consistent results regardless of team maturity or organizational structure. I choose this path over traditional employment because it allows me to operate at a higher level of impact, continuously solve new challenges, and bring cross-functional insights that drive stronger delivery and product outcomes.

Experience

Independent Agile & Technical Delivery Consultant

Remote — Feb 2022 - Present

Lead Agile delivery, Scrum coaching, and technical project execution across fintech, compliance, and digital product environments.

Selected Impact:

- Increased sprint velocity by up to 25 percent through Agile coaching and delivery optimization
- Reduced operational cycle times by 40 percent through workflow automation
- Delivered large-scale compliance and database restructuring initiatives across multi-stakeholder environments
- Improved product adoption through structured rollout, training, and change management

Key Contributions:

- Delivered end-to-end SDLC as Product Owner for an e-commerce platform, including requirements gathering, technical breakdown, backlog creation, and business requirements documentation
- Led WordPress web development and brand management initiatives, aligning digital platforms with business strategy
- Defined technical architecture and requirements for a bespoke advertorial platform (Node.js and Python), supporting multiple user roles, payment integration, data encryption, and analytics
- Designed and implemented process automation solutions for a global streaming platform, improving legal and compliance workflows
- Supported AI configuration and training setup for organizations, improving operational efficiency and automation capabilities
- Managed email and domain configuration, including setup, deliverability, and platform integration
- Led email marketing campaign management and performance tracking Feb 2022 - Present
- Established and managed social media customer engagement operations, improving response workflows and customer experience
- Produced project documentation, reporting frameworks, and delivery structures for existing teams and fast-paced project environments

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Experience

Scrum Coach | UptimeCrew

Remote | IST Timezone

Coach and mentor early-career developers in Agile Scrum methodologies, preparing them for integration into real-world software development teams..

Key Contributions:

- Designed and delivered structured Agile training programs covering Scrum fundamentals, SDLC, and team collaboration practices
- Facilitated all Agile ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives across multiple teams
- Guided teams through 4 full sprint iterations, simulating real-world delivery environments and workflows
- Provided hands-on coaching in Jira usage, backlog management, and Agile best practices
- Monitored team performance, individual progress, and collaboration effectiveness, providing continuous feedback and evaluation
- Liaised with partner institutions to provide structured feedback on student performance, readiness, and development progress

Scrum Master | Senior Development Project Manager

White Hat Gaming | Cape Town | 2019 - 2020

Led the setup and delivery of a new software development function in Cape Town for a global white-label online gaming platform, supporting both BAU operations and product modernization.

Key Contributions:

- Established and scaled a new Agile development team from the ground up, supporting both operational stability and product enhancement
- Managed BAU operations, addressing bugs, system issues, and platform stability for live gaming environments
- Led requirements gathering across multiple stakeholders and product owners to identify gaps in an outdated back-office platform

Software Development Project Manager | Scrum Master

Afferent Software | Cape Town In Office | 2019

Led delivery and Agile transformation initiatives for TravelEx Mastercard, a global multi-currency payment platform used by millions of international travelers.

Key Contributions:

- Managed delivery of a multi-currency booking feature, enabling users to lock in exchange rates based on transaction date for future international use
- Worked across complex payment ecosystems integrating with Mastercard, Postilion, and multiple financial processing layer

PMO Project Manager | Account Manager

Syntell | Cape Town In Office | 2017 - 2018

Managed delivery for critical government-linked utility systems supporting water and electricity metering and billing services.

Key Contributions:

- Took over management of a high-priority client in the water utilities sector, stabilizing delivery and stakeholder relationships
- Oversaw resolution of complex system bugs affecting water meter functionality and billing accuracy
- Ensured accurate tariff-based calculations for customer transactions, aligning system outputs with regulatory and business requirements

Scrum Master | Project Manager | Business Analyst | Product Owner

redPanda Software | Cape Town In Office | Jan 2015 - 2017

Played a key role in the company's transition from Waterfall to Agile delivery, forming part of the first pilot team responsible for implementing a new delivery model across multiple client projects.

Key Contributions:

- Led delivery across multiple client engagements within a single Agile team, ensuring alignment to varying client requirements, timelines, and quality expectations