

Richard Villanova | (480) 316-2014 | rv@richardvillanova.com | Bonita Springs, FL |  
<https://www.linkedin.com/in/richardvillanova/>

# Richard Villanova

**Job Title:** Manager / Scrum Master

**Summary:** Technology leader with 10+ years of experience leading Agile software development teams. Expert in Scrum, SAFe, and Waterfall methodologies, with a proven track record of increasing team velocity, reducing delivery cycles, and improving product quality. Strong communicator and mentor with active Suitability / Public Trust Clearance.

---

## Professional Experience

**Lumen Technologies** – Manager, IT / Scrum Master

*Monroe, LA | Jan 2012 – Jul 2024*

- Led Agile teams (8–15 members) delivering projects on time and under budget.
- Boosted team velocity by 30% through optimized Scrum/SAFe practices.
- Reduced delivery cycles and improved product quality via continuous improvement.
- Cut project costs by 20% while enhancing stakeholder satisfaction.
- Facilitated all Agile ceremonies and backlog refinement sessions.
- Created project dashboards and reports for leadership visibility.
- Coached teams on Agile principles and self-organization.
- Used Jira and Confluence to manage sprints and track metrics (velocity, burndown).

**Level 3 Communications** – Senior Software Engineer

*Broomfield, CO | Jul 2010 – Jan 2012*

- Built enterprise web applications using C# and Java.
- Developed SQL stored procedures and RESTful APIs.
- Collaborated in Agile sprints to deliver features aligned with business needs.

**Thomson Reuters** – Software Engineer

*Scottsdale, AZ | Jul 2007 – Jul 2010*

- Developed scalable web applications and REST APIs in C# and SQL Server.
  - Supported Agile development and partnered with QA and UX teams.
- 

## Education

**B.S. in Computer Science**  
DeVry University – Addison, IL

---

## Certifications

- Certified ScrumMaster (CSM)
  - SAFe Scrum Master (SSM)
  - Jira Fundamentals (Sprint & Backlog Management, Reports & Dashboards, Automation & Filters)
- 

## Technical Skills

**Agile & Project Management:** Scrum, SAFe, Waterfall, Sprint Planning, Retrospectives, Agile Coaching

**Tools:** Jira, Confluence, Azure DevOps, Microsoft Project, Git, Visual Studio

**Development:** C#, Java, SQL, REST APIs, HTML, CSS

**Soft Skills:** Leadership, Conflict Resolution, Stakeholder Communication, Mentorship, Strategic Planning

**Other:** Federal Program Experience, Continuous Improvement, Public Trust Clearance

---