

MERRILL E. “SKIP” PLETCHER

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What: Coach new and emergent leaders to achieve their personal and professional goals. Transform specialists into cross-disciplinary, self-organizing, trusting, continuously learning teams.

How: Mentor agile practices and mindset. Practice [disciplined agile](#) in an interdisciplinary way.

Why: I enjoy helping people who are already well-qualified to learn new and better ways of working together. High performance teams are faster, better, cheaper, and happier!

Recent Experience

Director, Engineering Operations

Revenue Operations

Revalize Inc (formerly AutoQuotes LLC) – Jacksonville, FL, September 2019 to Present

- Drive Agility – apply disciplined agile approach to continuous process improvement
- Direct Engineering Operations – integrate 13 companies acquired in 8 months, prepare for more
- Coach Leadership –mentor leaders and individual contributors
- Report to SVP Engineering – lead people, improve process, employ metrics
- Administer ALM Tools (Jira/Confluence/Azure DevOps)

Consultant/Scrum Master

Public Utilities Technology

Matrix Resources – consultant to JEA, Jacksonville, FL, October 2018 to September 2019

- Coached three teams converting to Scrum practices under [Modern Agile principles](#)
- Facilitated seven teams

Sr Project Manager & Agile Coach

Loan Servicing Technology

Black Knight (formerly Lender Processing Services), Jacksonville, FL, July 2014 to October 2018

- Taught, advocated, supported traditional, agile, and hybrid software development practices
- Co-authored agile lifecycle document; co-defined tooling methods
- Supervised Project Managers – planned, budgeted, tracked projects, coordinated among departments

Software Engineering Process Architect

Mortgage Servicing Technology

Lender Processing Services, Jacksonville, FL, July 2007 to July 2014.

- Co-taught OpenUP and Scrum classes, use case methods, Lean and Agile practices
- Transformed teams, coached individuals and teams, measured results
- Researched, designed, tailored, documented, measured SDLC methods
- Edited java utilities, ruby app, managed MySQL database and ELM tools ([IBM Jazz](#) platform)

Enterprise Quality Assurance Superintendent

Property and Casualty Insurance

Kemper Auto and Home Group (Unitrin), Jacksonville, FL, 2004 to July 2007

- Designed and implemented unprecedented methods for QA
- Halved cost, cut duration for release certification by an order of magnitude
- Reported directly to CIO, arranged and managed vendor contract

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Prior Experience

Test Automation Consultant to CSXT
Contract tester – My Blue Service
C++ Programmer/Analyst then Quality Assurance Department Manager
Quality Manager and Management Consultant to CSX
Data Analyst/Programmer with Hughes Aircraft Subsidiary
German Language Quality Assurance Team Test Engineer
Chief of Systems Analysis with United States Air Force

Intermodal Technology
Health Insurance
Sports Technology
Railroad Technology
Electronics Manufacturing
Software Localization
Radar Systems

Education

Executive Certificate, Psychology – doctoral credit program, begin studies January 2023

Master of Arts, Interdisciplinary Studies (Psychology, Executive Leadership) Liberty University, 2022

Additional Online Graduate Studies (27 hours, GPA 3.6)

Enterprise Software Development Methodologies	Object Oriented Analysis and Design (OOAD)
Project Management	Computer Networks and Data Systems
Management Information Systems	Human Factors in Quality Assurance
Advanced Behavior Analysis	Consultation, Research, and Analysis
TQM/ISO 9001, Systems QA	Software Reliability

Bachelor of Arts *cum laude*, Psychology, Univ Maryland University College, Heidelberg
with Associate of Arts Management Science
with Certificate German Area Studies

Associate of Applied Science, Aerospace Control Systems, Community College of the Air Force

Additional Undergraduate Studies (39 hours post-baccalaureate)

Computer Information Systems

Publications & Presentations

Weighted Defect Removal Effectiveness: Method and Value, IBM Conf, NF-RUG
Case Study in RUP: How do you test a moving target? IBM Conf
Low-Tech Solutions for Ergonomic Issues of High-Tech Workers, MSQA Paper
Getting Your Hand Around Requirements: An Analogy for Analysis, *The I.T. Reporter*
Supersize IT: Getting the Big Picture on Small Change, *The I.T. Reporter*

Additional Skills Development

Certified Enterprise Agility Coach ([Chicago State University](#))
Certified Disciplined Agilist ([Disciplined Agile Consortium](#), member)
PMI Agile Certified Practitioner ([Project Management Institute](#), member)
Professional Scrum Master (PSM-I), [Scrum.org](#)
Licensed to facilitate the [Agile Fluency Game](#)
IBM Certified Solution Designer - IBM Rational Unified Process V7.0
ASQ Certified Quality Engineer (CQE) (1997-2000)