

STEVE CASTILLO

MANAGER: CLIENT, TEAM, PRODUCT, PROJECT

(740) 973-9721

s.castillo.426@gmail.com

showmethesteve.com

PROFILE

Adaptive, agile, and business-oriented: I am a multi-industry product leader focused on customer relationships and building highly productive teams. Notably successful in leveraging data to develop teams, creative problem solving, and ambiguity. An adept at managing expectations with the natural ability to unify and align. Skilled in managing customers to maximize value delivered to the business. As an opportunist, I aim to develop skills as an account manager, various sales roles, product manager, and am open to opportunities.

Notable Skills: Creative problem-solving, adaptive, empathetic, trustworthy, active listening, results driven, curious

EXPERIENCE

TREK BICYCLE

AUG 2023 – CURRENT
Columbus, Ohio

ASSISTANT STORE MANAGER

- Guide customers through sales process while earning an individual Net Promoter Score (NPS) of 91
- Second-highest bicycle seller in the shop while averaging over \$150 in accessories per bike unit
- Co-manage product ordering for \$5m store
- Improve team efficiency from 3/5 to 5/5 leveraging NPS, Customer Retention, Great Places to Work rating, and 24-hour turn-around time
- Develop budget and forecasting skills to efficiently handle scheduling
- Collaboratively strategize visual and sales process flow improvements
- Guide team to prioritize consistent value delivery

MIDMARK

JULY 2022 – JAN 2023
Remote

DEVOPS SCRUM MASTER, PRODUCT OWNER

- Delivered Azure migration in three months after over two years of previous development
- Built and managed product roadmaps
- Co-led program planning for two team, aligning cross-team dependencies and deliverables
- Coached teams to efficiency and process improvements

STEVE CASTILLO

MANAGER: CLIENT, TEAM, PRODUCT, PROJECT

(740) 973-9721

s.castillo.426@gmail.com

showmethesteve.com

NEXIENT

FEB 2020 – JULY 2022
Remote

SENIOR SCRUM MASTER, PROGRAM MANAGER

- Led multiple AppDev teams for Fortune-500 company through 95%+ average predictability through 1 year+
- Built and managed product roadmaps, saving one client \$4 million dollar in project cost
- Supported teams to meet 80% test coverage standard
- Guided client through product release management
- Led discovery conversations, gathered requirements, managed backlogs, built user stories and roadmaps
- Acted as a bridge between teams to help implement change across projects
- Mentored and coached team members to be independent, self-starters
- Guided other Product Owners and team leads on how to best leverage product management
- Reported to levels of management covering performance, quality, and productivity metrics
- Managed two team leads
- Organized bi-monthly, internal Community of Practice

THINGS REMEMBERED

AUG – DEC 2019
Columbus, Ohio

PROJECT MANAGER, BUSINESS ANALYST - CONTRACT

- Managed multi-project delivery team
- Improved various SEM results 25 - 50%+
- Supported teams in decreasing order holds by 20%
- Gathered business requirements to define scope of projects and manage expectations of clients and stakeholders
- Validated bugs and converted issues into work for team
- Built business-oriented work that include descriptions, acceptance criteria, Gherkin, etc.
- Constructed data visualizations to show stakeholders the value delivered by third-party tools
- Documented organizational workflows to assist in improving deployments, development processes, and turn business goals into executable work

BDO GLOBAL IT

NOV 2016 – MAY 2019
Remote

SCRUM MASTER, PROGRAM MANAGER

- Deployed four global applications to over 120 clients
- Supported end-users through technical documentation

STEVE CASTILLO

MANAGER: CLIENT, TEAM, PRODUCT, PROJECT

(740) 973-9721

s.castillo.426@gmail.com

showmethesteve.com

and environment set-up

- Organized multi-team release management
- Facilitated team events to continually improve and deliver business value
- Collected business requirements, wrote acceptance criteria, and Gherkin test language
- Defined and prioritized work to meet business needs
- Coached team to improve predictability by 25%
- Developed in Microsoft technology stack including C#.NET and Telerik UI

HEALTHLINX

JUNE 2015 – AUG 2016

Columbus, Ohio

FRONT END DEVELOPER, GRAPHIC AND WEB DESIGNER

- Gathered requirements from customers to provide custom development solutions
- Managed website redesign and mock-up development for other projects
- Developed in Wordpress CMS, HTML 5, CSS 3, jQuery, PHP and legacy ASP and XML

SERVICE SPRING CORP.

JUNE 2014 – JUNE 2015

Maumee, Ohio

FRONT END DEVELOPER, GRAPHIC AND WEB DESIGNER

- Gathered requirements from customers to provide custom development solutions
- Led problem-solve sessions for each project
- Operated in the Marketing department and served all internal departments
- Developed in Magento CMS, HTML 5, CSS 3, jQuery, PHP and media queries for responsive web development

BGSU MARKETING & COMM.

MAY 2013 – JUNE 2014

Bowling Green, Ohio

WEB DEVELOPER

- Collected requirements to direct development through Rhythmyx CMS, Adobe CQ5 CMS, responsive web pages and HTML emails
- Coached teammates through problem solving of solutions by providing continuous feedback and support
- Supported management in timely product delivery

STEVE CASTILLO

MANAGER: CLIENT, TEAM, PRODUCT, PROJECT

(740) 973-9721

s.castillo.426@gmail.com

showmethesteve.com

CGS IMAGING

AUG 2012 – MAY 2013
Maumee, Ohio

GRAPHIC DESIGNER, PROJECT MANAGER

- Gathered requirements for timely project delivery
- Provided design solutions for approval and project creation
- Managed projects from creation to installation
- Provided cost estimation and delivery

EDUCATION

BGSU

2010 - 2013

VISUAL COMMUNICATION TECHNOLOGY

Specialties: Print, Interactive Media (front-end web development)

CEDARVILLE UNI.

2008 - 2010

GRAPHIC DESIGN

CERTIFICATIONS

SCRUM.ORG

Professional Scrum Master
Professional Scrum Product Owner
Professional Scrum with Kanban

SCALED AGILE FRAMEWORK 5.1

Advanced Scrum Master
Product Owner / Manager

REFERENCES

WILL PROVIDE UPON REQUEST