

Mark Rad

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SUMMARY

I'm a Project Manager with a strong foundation in software engineering, combining technical expertise with strategic leadership to deliver impactful digital solutions. My unique perspective allows me to bridge the gap between development teams and business objectives.

With over 8 years of professional experience building scalable applications and leading cross-functional teams, I've developed a passion for creating products that matter. My approach is rooted in agile methodologies, clear communication, and a deep understanding of both code and people.

EXPERIENCE

Technical Scrum Master | Mindex LLC | Rochester, NY | June 2025 - Present

- Spearheaded the creation of a new multinational Agile team from the ground up, accelerating the progression from 'Forming' to 'Performing' by facilitating foundational workshops, establishing a robust team charter and clarifying delivery goals to ensure 100% team alignment.
- Directing a \$3M+ portfolio of financial technology initiatives, overseeing delivery for payroll and direct deposit solutions serving 500k+ end users.
- Lead Program Increment (PI) planning and executive reviews, utilizing release plans, burn-ups and product demos to provide transparent status updates and secure buy-in from portfolio management, stakeholders, and executive leadership.
- Leverage a technical stack including PPM, Jira, Miro, ServiceNow, PowerBI to visualize team efficiency metrics, automate budget tracking, and drive data-informed decisions regarding scope and resource allocation.
- Cultivate a high-performance engineering culture through structured retrospectives and regular 1:1s, fostering an environment of psychological safety and continuous feedback resulting in a measurable increase in team velocity and a reduction in carry-over.

Delivery Manager | Elsevier | Philadelphia, PA | March 2025 - June 2025

- Directed 3 cross-functional teams through the SDLC to deliver Clinical Data Operations and DevOps infrastructure, ensuring high availability.
- Steered the integration of Elsevier's Clinical Reasoning Engine into the NHS 24 "111" service, a critical system sustaining 1.6M+ annual patient interactions and contributing to a £4.5M contract.
- Accelerated delivery velocity by implementing data-driven retrospectives and DORA metrics, significantly streamlining the Path to Production.
- Championed a high-performing culture by coaching teams on Agile best practices and shielding developers from external scope creep and disruptions, ensuring consistent sprint predictability.

Scrum Master/Technical Project Management | UPMC Enterprises | Pittsburgh, PA | July 2022 - November 2024

- Spearheaded agile transformations, coaching cross-functional teams on Scrum, Kanban, SAFe, and LeSS methodologies while fostering a culture of quality, transparency, and continuous improvement reducing time to market by 15%.
- Championed engineering best practices promoting CI/CD, TDD, DevOps, and identifying process bottlenecks to streamline the SDLC and reduce cycle time by over 40%, incorporating customer feedback to release early and release often.
- Created and maintained KPIs to implement data-driven strategies for decisions about scope and backlog prioritization, providing insights to manage a software project with an \$11 million budget and spanning a team of 60 engineers.
- Recognized as an organizational leader in Atlassian products such as Jira, Confluence, and Trello, mastering functions to optimize project tracking, sprint management, and automation scripting, significantly enhancing team efficiency.
- Coordinated ceremonies such as stand-ups, refinements, retrospectives, sprint planning, and product demonstrations.
- Provided servant leadership to cultivate collaboration between stakeholders, product managers and technical staff.

Full Stack Web and Mobile Software Engineer | UPMC Enterprises | Pittsburgh, PA | January 2021 - July 2022

- Designed and engineered an application suite for over 3.4 million medical patients using Angular, iOS Swift, and Android Kotlin by integrating Epic electronic health records with HIPAA compliance in a CI/CD environment.
- Developed, upgraded and performed releases for multiple APIs that provide content, handle users, manage patients, and regulate authentication which interact with the public facing Angular, iOS, and Android applications.
- Main contributor to online patient scheduling system for telemedicine visits with doctors or care providers incorporating AWS S3 into remote configuration management and an Angular SPA front end.
- Solely integrated Epic SDK for COVID-19 records, vaccine status, and QR code availability on Android application.
- Created unit tests to ensure over 93% web application code coverage and collaborate with Deque to overhaul platform accessibility for all users on the Angular, iOS, Android applications with screen reading software.
- Refined and improved Agile practices and processes, researching and presenting on new technologies and frameworks, and mentoring colleagues in areas of experience.

Software Engineer | Comcast Cable Corporation | Philadelphia, PA | September 2017 - January 2021

- Continuously developed and deployed a web-application for presenting data from 28 million customers with Angular, TypeScript, HTML, Spring Boot Java, and NodeJS components to AWS Cloud leveraging multiple internal RESTful API's.
- Tested applications using Jasmine, Mocha, and JUnit testing to maintain over 90% code coverage and documenting in Confluence and Git.
- Architected and implemented UI and UX design for an in-house data visualization tool with data ingested using Elasticsearch and Splunk to monitor, identify and alert abnormalities in the environment and provide stakeholders real-time, up to the minute, data.
- Tracked progress using Jira in an Agile development cycle with bi-weekly deliverables to ensure timely integration with a cross-functional team.
- Created, refined, and assigned Jira tickets for Kanban and daily stand-up meetings for the UI/UX group.

EDUCATION

Bachelor of Science in Business Administration | Drexel University | Philadelphia, PA | September 2020

- Major: Management Information Systems.

CERTIFICATIONS

SAFe Agilist Certification (SAFe SA 5.1) | Scaled Agile Inc. | March 2023

Certified Scrum Master (CSM) | Scrum Alliance | July 2022

INVOLVEMENT

Vice President | Holy Ghost Byzantine Church Choir | June 2023 - Present

Volunteer | West Shore Sportsmen's Association | September 2021 - Present