

Vaniah Russell

919.888.7899 | Russell.Vaniah@gmail.com | Durham, NC

Summary

I am a dedicated and Servant Leader with a proven track record of facilitating Agile development processes and driving successful project deliveries within technology departments. Experienced in fostering collaboration between cross functional teams, removing impediments, and optimizing workflow efficiency. Seeking to leverage my expertise in Scrum methodologies/ management and passion for driving continuous improvement to contribute to the success of Enterprise.

Certificates

Certified Scrum Master, Scrum @Scale Practitioner , Agility Health Facilitator

Skills

Team Leadership, Communication, Facilitation, Problem Solving, Stakeholder Management, Collaboration, Coaching,

Adaptability, PowerBI & Tableau, Risk Management, Customer service, Jira, Jira Align, Outlook,

Microsoft Office Experience

Fidelity Investments | Client Reporting and Analytics | Raleigh, NC Scrum Master (Promoted) | 06/2023 - 04/2024

Led cross-functional teams in Scrum and Scaled Agile, reducing time to market by 32% through risk mitigation and dependency management.

Managed a program that streamlined digital application experiences for over 50 million customers, improving customer engagement by 27%.

Developed a program for 300+ non-tech associates, facilitating learning, mentorship, and stakeholder collaboration to build a diverse tech talent pipeline.

Guided teams in prioritizing initiatives, generating 100+ user stories with clear acceptance criteria and effort estimates for accurate project scope.

Provided training and support on effective scrum practices to team members.

Conducted evaluations and analysis of team risks and impediments for continuous improvement.

Utilized data-driven insights to develop mitigation strategies and facilitate decision-making processes. Configured and customized Jira workflows, boards, and dashboards to align with Agile methodologies.

Documented insights in Confluence for team reference and collaboration.

Selected to join Fidelity MADE which is a 9-week talent development program that provides career mobility and vitality for internal Fidelity associates. The program is designed to upskill non-technical associates to start an exciting new career in technology.

Change agent capable of coaching agile practices to teams and individuals from across different functions, experiences, and geographies as they work through new and unfamiliar situations.

Fidelity Investments | Raleigh, NC Health Care

Operations Analyst (Promoted) | 02/2021 - 06/2023

Engaged external clients to understand their business objectives, utilizing reflective listening to elicit requirements and identify growth opportunities.

Followed established procedures with heavy emphasis on analytics to reconcile reported issues for Health and Welfare product services through XTRAC and Hobbs.

Identified anomalies and trends and summarized my findings in addition to making the account whole.

Provided the product expertise to ensure high quality outcomes and resolutions to participant issues.

Problem solved with the team ways to make the business unit run smoothly and ensure new hires were efficiently onboarded.

Fidelity Investments | Raleigh, NC Team Lead (Promoted) |

01/2020 - 02/2021

Assisted in the development and implementation of strategic initiatives to improve overall client experience, driving business growth.

Led a team of phone representatives to provide assistance with Health and Insurance, Defined Contributions, and Defined Benefits.

Conducted call evaluations and provided coaching to associates.

Utilized conflict resolution techniques when communicating with escalated callers.

Developed and maintained documentation for phone representative procedures and training materials.

Fidelity Investments | Raleigh, NC Human Resource (HR) Payroll Associate Specialist (Promoted) | 08/2019 - 01/2020

Spearheaded the first work from home training course for associates on loan with Payroll.

Processed biweekly payroll to ensure accurate and timely payroll processing. Conducted benefits orientation for new hires

Administered employee referral program and benchmarked compensation plans Managed performance review process for employees.

Ensured compliance with employment law and mitigated risks.

Processed personnel action requests in Workday for job changes, promotions, and demotions.

Provided leadership, guidance, and mentorship to foster a culture of collaboration, innovation, and continuous improvement.

-
-

Fidelity Investments | Raleigh, NC Financial Associate I- Multi Product (Promoted) | 08/2018 - 08/2019

- Conduct research of client accounts in accordance with their plan inquiries to ensure their questions are answered. Analyze customer accounts and assist customers with first call resolution to ensure that participant inquiries are addressed during the initial contact.

- Serve as primary point-of-contact for customer inquiries regarding their health, insurance, and pension benefits. Serve as Walt Disney Company Health and Insurance Specialist. Evaluated the companies Health and Insurance accounts and identified balance discrepancies.

Crossed trained in July 2019 on Defined Benefits for The Walt Disney

Manage time effectively to meet all goals and quotas established by management. Awarded exceptional performance recognition award for outstanding customer service.

Education

North Carolina Central University
Masters of Business Administration | 05/2023

North Carolina Central University
CRIMINAL JUSTICE | 05/2018

Achievements

- 2023 Selected to join Fidelity MADE which is a 9-week talent development program that provides career mobility and vitality for internal Fidelity associates. The program is designed to upskill non-technical associates to start an exciting new career in technology.
- 2022 Placed in top 10% amongst my peers in Operations.
- 2019 WI Client and Participant Services Quality and Controls Exceptional Customer Service Survey
- 2018 Q1 All Green Defined Contributions Scorecard
- 2018 Circle of Excellence

Leadership

- 2024 Community Service Outreach Chair for Fidelity PRIDE.
- Fidelity Investments Transitioning to Technology Communications Chair
- 2023 Associate Advisory Board
- Fidelity Peer Guide (Defined Contributions, Health & Insurance)
- 2017 Initiate & Secretary Chair of Delta Sigma Theta Sorority Incorporated