STEVE SHAPIRO, A-CSM, PSM, CSM

AWARD-WINNING SENIOR PROJECT MANAGER
GLOBAL SOFTWARE DEVELOPMENT LEADER
ADVANCED CERTIFIED SCRUM MASTER

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PROFESSIONAL SUMMARY

A Senior Technical Program and Project Manager and Advanced Certified Scrum Master with extensive experience leading complex, high-visibility enterprise initiatives across globally distributed teams.

- Expert at aligning executives, stakeholders, and engineering teams to define requirements, build actionable plans, and drive successful delivery across Agile (Scrum/Kanban) and Waterfall environments.
- Proven ability to lead multi-team programs, resolve impediments, and deliver solutions that improve operations, reduce costs, and create measurable business value.
- Strong communicator skilled at building high-performing cross-functional teams and fostering collaboration across business, technical, and vendor organizations.
- Deep experience with Azure DevOps, Power BI, MS Project, and the Microsoft 365 ecosystem, with a track record of producing clear, data-driven reporting and insights.
- Recognized for strategic thinking, problem-solving, and the ability to drive programs to successful completion.

CORE COMPETENCIES & EXPERTISE

* Agile Project Management
* Project Planning & Management
* Azure Cloud Strategy & Delivery
* Communication Skills
* Scrum & Kanban
* Effective Team Leadership
* Program Governance
* Software Development
* Scrum Master & Product Owner
* Business Requirements Analysis
* Compliance & Security Oversight
* Data Management & Analysis

RELEVANT PROFESSIONAL EXPERIENCE

KFORCE, INC. — Tampa, Florida
Senior Technical Project Manager — 8/2018 – PRESENT

Provided program leadership across enterprise technology initiatives, directing multi-team delivery for Business Intelligence, Analytics & Architecture, Data Warehouse, Finance, and Process Excellence organizations. Drive execution using Scrum and Kanban, resolve impediments, and align senior leadership, engineering, and business stakeholders across concurrent cross-functional development teams.

Key Achievements

- Led multi-team migration from PeopleSoft to Workday, coordinating engineering, data, & business stakeholders.
- Directed Azure cloud modernization initiatives including migration of on-prem SQL Server workloads to Azure Data Warehouse and delivery of cloud-based analytics solutions while partnering with Architecture and Data Engineering teams to define cloud strategy, governance standards, and operational best practices.
- Delivered multiple strategic platforms including DE&I reporting, cloud migration initiatives, Job Order modernization, and Candidate Taxonomy systems.
- Owned program-level budgeting, forecasting, and financial reporting, managing multi-million-dollar budgets, vendor spend, and ROI analysis.
- Produced enterprise reporting and project analytics using Azure DevOps, Power BI, Excel, and Power Query.
- Managed vendor relationships, project scope, timelines, and cross-team coordination across multiple initiatives.
- Established standards, best practices, and reporting frameworks for Agile Scrum, Kanban, and Waterfall SDLC delivery using MS Project, Azure DevOps, and Power BI.

BLOOMIN' BRANDS, INC. — Tampa, Florida
Senior Project Manager — 1/2016 – 7/2018

Led program and project management for the creation and rollout of the company's first in-house off-premises dining and meal-delivery program across Outback Steakhouse and Carrabba's Italian Grill. Coordinated a large cross-functional team spanning IT, software development, e-commerce, operations, marketing, HR, finance, risk, legal, and procurement to deliver a new customer-facing business capability at national scale.

Key Achievements

- Delivered the initial Proof-of-Concept to market in 6 weeks and expanded to 34 locations within the first 6 months.
- Managed project planning and execution for a nationwide rollout, surpassing the target of 200 delivery locations in the first year.
- Defined functional requirements for store-level restaurant ordering applications, fulfillment, & operational workflows.
- Built Sales & Service analytics using Oracle BI, Power BI, and Excel Power Query to support performance tracking and decision-making.
- Developed geospatial sales-mapping technology using Google Maps to visualize delivery performance and market penetration.
- Conducted risk analysis and mitigation planning to protect schedule, cost, and operational integrity across the program lifecycle.

VERIFONE, INC. Clearwater, Florida
Senior Software Engineering Technical Project Manager 2/2011 – 1/2016

Led global program delivery for Point-of-Sale (POS) Electronic Payment Systems supporting major petroleum and financial services clients. Directed worldwide cross-functional engineering teams, drove requirements alignment with business stakeholders, and ensured secure, compliant delivery of payment applications. Served as SME for project management, financial analysis, process optimization, and PCI PA-DSS compliance.

Key Achievements

- Managed globally distributed engineering, architecture, BA, and QA teams from project inception through production delivery.
- Directed PCI PA-DSS compliance efforts, coordinating audits, remediation, and certification with third-party compliance organizations.
- Established secure SDLC practices and compliance checkpoints to maintain continuous audit readiness and regulatory alignment.
- Delivered multiple enterprise payment solutions on time and frequently under budget, improving customer productivity and reducing operational cost.
- Accelerated development cycles by enhancing processes, communication flows, and cross-team collaboration.
- Strengthened stakeholder engagement by improving coordination across Customers, Sales, Marketing, Development, QA, and Delivery teams.

ROSETTA TECHNOLOGIES CORPORATION Tampa, Florida
Director of Software Development 9/2004 – 2/2011

Directed software development strategy, product delivery, and engineering execution for financial technology solutions, creating new revenue-generating products and enhancing core offerings. Established Agile-based development practices, build guidelines, and engineering standards to improve quality and delivery consistency. Collaborated closely with sales and marketing leadership on product direction and represented the company on the ASC X9AB Banking Standards Committee, contributing to national X9.100 standards for electronic check processing. Job progression from Senior Developer and Architect to Senior Project Manager to Director of Software Development

CERTIFICATIONS

Advanced Certified ScrumMaster (**A-CSM**), Scrum Alliance, ScrumAlliance.org View Certification
Professional Scrum Master (**PSM 1**), Scrum, Scrum.org View Certification
Certified ScrumMaster (**CSM**), Scrum Alliance, ScrumAlliance.org View Certification

TECHNOLOGIES

MS Project, Azure, Azure DevOps, Power BI, MS Teams, Office 365, Visio; Publisher; Access, Agile Scrum & Kanban, Oracle Business Intelligence, Planview, SharePoint, Trello, Confluence, Jira, Jama, C/C++, Java, Javascript, Unix / Linux

EDUCATION

Bachelor of Science – Math and Computer Science Lawrence Technological University, Southfield, Michigan