

David Stokes

📍 San Antonio, Texas 📞 +1 210-709-2359 ✉ davidpstokes101@gmail.com
🌐 www.DavidStokes.info



PROFESSIONAL SUMMARY

Strategic Agile Coach with 13+ years of driving impactful transformations in the financial services and insurance sectors. Combines product management background with hands-on mentorship, tailored training, and executive guidance to elevate Agile maturity, boost efficiency, and cultivate shared ownership. Specializes in aligning business and IT teams through shared OKRs, thriving amid complexity and ambiguity to deliver lasting results.

AREAS OF EXPERTISE

Program Management
Portfolio Management
Agile Methodologies
PI Planning Sessions
OKR Implementation
Strategic Planning
Continuous Improvement
Remote Workshop
Facilitation
Capability Assessments
Kanban/SAFe/Scrum
DevSecOps Practices & Tooling
Agile & Collaboration
Tooling

PROFESSIONAL EXPERIENCE

📅 01/2017 – 11/2024 📍 SAN ANTONIO, TX

Lead Agile Coach USAA

- Led Agile transformation across 3 departments after its initial rollout. Provided coaching and mentoring to foster the adoption of Agile principles and mindsets, resulting in a 60% decrease in delivery time.
- Spearheaded alignment of product and IT teams by implementing OKR development and management workshops, achieving shared objectives and improving value delivery predictability by 85%.

PROFESSIONAL EXPERIENCE

- Developed and executed a targeted change strategy for executive leadership using open forum facilitation and tailored coaching, resulting in a 200% increase in engagement.
- Championed a cross-functional collaboration initiative through communities of practice, yielding a 15% rise in cross-team knowledge sharing.
- Established a feedback process to refine coaching methods by creating an automated system to gather evaluations from sessions, workshops, and training, achieving a 4.6/5 satisfaction rating.

📅 01/2016 – 12/2016 📍 SAN ANTONIO, TX

Director, Consumer & Market Research USAA

- Director of a team of research analysts generating actionable insights that informed enterprise, product, digital, and marketing strategies for USAA's Life & Medical Insurance divisions.
- Orchestrated Agile training initiatives in the research department by streamlining processes and assembling cross-functional teams, boosting workflow efficiency and employee satisfaction by 22%.
- Influenced UX-focused digital transformation by integrating iterative design, rigorous user testing, and agile methodologies, boosting customer satisfaction 10% and usability 33%.

📅 01/2012 – 12/2015 📍 SAN ANTONIO, TX

Agile Coach/ Portfolio Manager Lead USAA

- Steered Digital Agile transformation as one of a core team of four, guiding 4 ARTs and 35 cross-functional teams to manage a budget of \$93M+, modernize digital platforms, and enhance customer experience
- Implemented an agile prioritization framework in an emerging environment, boosting transparency and funding by 60% while cutting volatility by 20%.
- Enhanced stakeholder communication by designing and implementing a robust, multi-channel strategy, delivering a 31% reduction in delivery time.

PROFESSIONAL EXPERIENCE

📅 01/2007 – 12/2011 📍 SAN ANTONIO, TX

Senior Product Manager
USAA Federal Savings Bank

- Directed product strategy for a \$10B liquidity portfolio by conducting market research, competitor analysis, and gathering customer insights to drive investments, development, and go-to-market plans.
- Orchestrated cross-functional teams and collaborated with user experience designers to enhance the digital experience, spurring a 20% increase in user engagement.
- Increased profit margins by 11% through optimizing pricing strategies to ensure competitiveness and drive revenue growth.

EDUCATION

Master of Business Administration (MBA)
University of Phoenix

Marketing & Organizational Design

Bachelor of Science (BS)
University of Phoenix

Business & Marketing Management

CERTIFICATIONS

Certified SAFe® 6 Practice Consultant (SPC)
Scaled Agile, Inc.

Certified SAFE® 6 Release Train Engineer (RTE)
Scaled Agile, Inc.

Certified Enterprise Agile Coaching (ICP-ENT)
ICAgile

Certified Coaching Agile Transformations (ICP-CAT)
ICAgile

Certified Product Manager
AIPMM

Certified Project Manager (CPM)
IAPM

Lean Six Sigma Green Belt
CSSC

SOCIAL MEDIA



@DavidStokes

STRENGTHS

Leadership Coaching

Cross-Functional Collaboration

Organizational Design

Decision-Making

Continuous Improvement

Problem Solving