

Don Murray, P.Eng.

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Summary:

Dedicated Agile coach since 2013, and Agile practitioner since 2003, with deep expertise in implementing Scrum, Kanban, and Lean in software-intensive and non-software contexts. Software engineer with over 25 years of practice as a Scrum Master, architect, and developer in firmware, mobile development, government auto insurance, telecommunications, oil & gas, SCADA, and equity trading. Experienced team leader, engineering mentor, and valuable team player; skilled trainer, communicator, and facilitator. Proven record of extracting actionable metrics from Azure DevOps and Jira.

Highlights:

- Agile coach with expertise in initiating impactful changes across organizational boundaries.
- Trained 300 people on Agile and DevOps at Shaw as part of an enterprise Agile transformation.
- Coached adoption of BDD to decrease lead time while reducing defects on a system of over 900k set-top boxes.
- Responsible Member – Software Engineering on Shaw's Permit to Practice Engineering from 2014 to 2021.
- APEGA Professional Engineer (P.Eng.) since 1997.

Experience:

President and Owner, Hacken Agile Software Engineering Inc. (2021 – present)

- Repairing the world of work by providing in-person, hybrid, and remote Agile coaching.

Lead Software Engineer, Agile Coach (contract), Envent Engineering (2024-2025)

- Under strict NDA, assessed a legacy ARM-based firmware and Windows application system for a safety-critical H2S detector used in industrial applications; provided a formal report with recommendations for senior leadership.
- Mentored the lead UI developer, providing technical guidance on Agile ways of working.
- Investigated software engineering practices, providing improvement recommendations to the R&D manager.

Scrum Master (contract), Suncor Energy – Petro-Canada (2024)

- Coached a 25-member Petro-Canada retail mobile application development team.
- Customized Jira workflows to match ways of working and developed Confluence progress reports for senior leaders.
- Reduced WIP by 50%, resulting in decreased cycle time. Improved focus by reducing simultaneous initiatives.
- Introduced Monte Carlo simulation forecasting, providing accurate delivery-date prediction for a UI/UX revamp.

Scrum Master (contract), Manitoba Public Insurance (2021 – 2023)

- Coached teams working in HR, finance, payroll, IT (Microsoft 365, Remedy, desktop support), and modernization.
- Introduced flow metrics (cycle and lead time, WIP limits, item ageing) and enterprise-wide prioritization of work.
- Adopted Azure DevOps dashboards, feature timelines, and delivery plans to improve inter-team dependencies.
- Developed high-trust relationships within and between teams.
- Mentored Product Owners and Scrum Masters in Communities of Practice to maximize their understanding of Agile.
- Championed the adoption of Lean Portfolio Management across multiple teams.
- Pragmatically applied Scrum and Kanban practices in a SAFe organization.

Senior Agile Coach, Scrum Master, Freedom Mobile (Shaw Communications) (2020 – 2021)

- Coached senior leaders across the enterprise by understanding their goals and obstacles and offering context-specific guidance for their Agile transformation.
- Developed Agile transformation plan and playbook for adoption throughout Shaw.

Principal Consultant Engineer, Agile Coach, Shaw Communications (2019 – 2020)

- Facilitated the creation of self-sustaining, self-organizing teams that maximized the benefit of what they produced.
- Coached teams for effective application of Agile and Scrum throughout Shaw.
- Acted as a trusted advisor, collaborating with leaders and teams to discover ways we could continuously improve.
- Trained teams on the practical use of Jira to find and eliminate flow bottlenecks, leading to enhanced productivity.

Principal Software Engineer, Scrum Master, Shaw Communications (2013 – 2019)

- Developed and delivered a 9-hour introduction to Agile and DevOps for 300 people throughout Shaw.
- Provided Agile coaching for multiple Scrum teams.
- Introduced acceptance criteria, unit testing, and peer code reviews.
- Developed Behaviour Driven Development framework for embedded JavaScript running on cable set-tops.
- Scaled development to two cross-functional Scrum teams.

Senior Software Engineer, Shaw Communications (2009 – 2013)

- Developed an Agile software engineering practice worth following based on a hybrid of Scrum and XP.
- Introduced unit and integration testing, Kanban, peer code reviews, and Agile for embedded software.
- Arranged CSM and TDD training with Ron Jeffries and Chet Hendrickson.
- Mentored Engineers in Training.

Software Engineering Architect, Pason Systems (2007 – 2009)

- Designed inter-site communication standards using JMS and HTTPS.
- Created and chaired weekly team meetings to improve collaboration. Performed design and code reviews.
- Encouraged feature-based Agile releases based on user stories, emergent design, TDD, and refactoring.
- Met weekly with other architects to share innovations and improve knowledge transfer.
- Encouraged developers to continuously improve, and the continuous improvement of the development process.
- Created high-level designs for software update mechanism, system life cycle management, centralized management of a distributed fleet of Linux systems on land-based drilling rigs, and 802.1x network using PPP over Ethernet.
- Researched and selected CentOS 5 as a replacement for legacy Red Hat 7.2 installations.

Senior Software Engineer, Pason Systems (2001 – 2007)

- Designed and developed a method for automated and unattended remote system upgrades over a VSAT network; a method for performing unattended transformations of 8GB MySQL databases.
- Designed back-end software components for backups, management of removable hard drives, and system upgrades.
- Created coding and unit testing standards.
- Key developer in conversion from DOS/QNX-based product to Linux servers with Windows 2000 clients.
- Firmware programming for an Intel 8051 microcontroller in a hook load sensor.
- Configured and administered a new CVS server, replacing Visual Source Safe.
- Provided after-hours technical support for applications on drilling rigs.

Senior Programmer Analyst, EFA Software Services Ltd. (2000 – 2001)

- C development (object-oriented), unit testing, QA, and maintenance for a high-performance equity trading engine.
- Responsible for peer code reviews and technical documentation.
- Created Perl productivity tools for developers.

Senior Systems Engineer, Neles Automation (now AVEVA) (1996 – 2000)

- Designed and developed a real-time multithreaded Publish/Subscribe network layer in C++.
- Enhanced Chevron Pipeline's leak detection application to minimize false alarms.
- On-site support of Colonial Pipelines' batch tracking and metering applications.
- Designed and implemented engineering calculations in C for a hydraulic profiling application.
- On-time delivery of temperature and pressure correction calculations for the Kenya Pipeline Company.
- Successful upgrade of an 18GB Sybase database and Y2K remediation for Chevron Pipeline.
- Coordinated monthly software releases of Liquid Management System applications.

Design Engineer, Engineered Air (1994 – 1996)

- Designed finned-tube heat exchangers for HVAC equipment and certified steam heating coils.

Education, Certification, and Memberships:

- Applying Professional Kanban I (2022).
- Professional Scrum Master (PSM) I (2021).
- Certified Scrum Master (CSM) (2010-2025).
- Bachelor of Science, Mechanical Engineering, University of Manitoba.
- Member of Calgary Agile since 2010; corporate sponsor of Agile Open Canada since 2023.