

Ephrem Kuture

Network Infrastructure Product Owner · Technical Delivery Lead · Agile/Scrum Delivery

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Professional Summary

Network Infrastructure Product Owner with 5+ years of experience supporting enterprise technology and network infrastructure delivery within large-scale environments, including the World Bank Group. Skilled at translating business, technical, facilities, vendor, and operational needs into structured epics, features, user stories, acceptance criteria, PI objectives, sprint priorities, dashboards, and delivery plans. Experienced in Agile/SAFe delivery, Azure DevOps governance, backlog management, stakeholder coordination, infrastructure readiness, automation, reporting, and Scrum Master responsibilities. Strong builder mindset with hands-on experience using Power Automate, AI Builder, Power Apps, Power BI, Excel/VBA, SharePoint, and ADO analytics to improve delivery visibility, workflow efficiency, and operational execution.

Core Competencies

Network Infrastructure Product Ownership	Backlog Ownership & Prioritization	Epics, Features, User Stories & Acceptance Criteria
Azure DevOps Governance	Agile / SAFe Delivery	PI Planning & Sprint Planning
Scrum Master Responsibilities	Technical Delivery Leadership	Infrastructure TPM
Stakeholder & Vendor Coordination	Construction Document Review	Network Infrastructure Readiness
DAS / 5G Upgrade Coordination	RFID Deployment Coordination	TCP Deployment Coordination
Network Communications Room Build	Renovation Network Delivery	Link Maintenance Automation
Power Automate / AI Builder	Power Apps Inventory Systems	Dashboards & Reporting
Power BI / Tableau / Excel Analytics		

Professional Experience

Network Infrastructure Product Owner / Technical Delivery Lead

World Bank Group — Washington, DC | Nov 2024 – Present

- Own and structure network infrastructure backlog items by translating business, technical, facilities, vendor, and operational requirements into epics, features, user stories, technical tasks, acceptance criteria, PI objectives, and measurable deliverables.
- Lead Agile/SAFe delivery support across sprint planning, backlog refinement, PI Planning, sprint reviews, retrospectives, delivery tracking, and cross-team coordination.
- Develop and maintain Azure DevOps governance practices, including work item structure, naming consistency, tagging, area paths, backlog hierarchy, delivery dashboards, and reporting views.
- Coordinate enterprise network infrastructure workstreams including T-Mobile 5G DAS upgrade, RFID deployment, TCP deployment, Network Communications Room build, renovation network delivery, IoT environmental sensor deployment, and network device decommissioning.
- Review construction documents from a network infrastructure perspective 5 to 10 times per month, identifying cabling requirements, low-voltage coordination needs, device impacts, AP/data outlet requirements, and delivery risks.
- Build dashboards and reporting views using Azure DevOps analytics, Power BI, Tableau, Excel, and other tools to monitor delivery progress, backlog health, risks, blockers, and workflow efficiency.

- Design automation and workflow improvement solutions using Power Automate, AI Builder, Power Apps, SharePoint, Excel/VBA, and Microsoft 365 tools to reduce manual work and improve operational visibility.
- Coordinate with network engineers, facilities, cybersecurity, vendors, operations, support teams, project managers, and leadership to clarify scope, manage dependencies, remove blockers, and support delivery execution.

Extended Term Temporary / Network Infrastructure Project Coordinator

World Bank Group — Washington, DC | Feb 2022 – Jan 2024

- Supported planning and coordination of enterprise infrastructure initiatives including Wi-Fi modernization, telecom integration, network provisioning, and device readiness across multiple campus buildings.
- Coordinated with engineering, security, facilities, operations, and vendor teams to support infrastructure readiness for network modernization and deployment activities.
- Developed reporting mechanisms, dashboards, trackers, diagrams, and documentation to monitor project progress, risks, dependencies, and delivery milestones.
- Supported readiness assessments including rack planning, network provisioning coordination, cabling verification, infrastructure review, and implementation support.
- Created infrastructure diagrams, process documentation, and deployment workflows using Visio, Excel, Microsoft Office, and collaboration tools to support implementation and operational continuity.

IT Project Manager

Digital Strategies — Addis Ababa, Ethiopia | Jul 2019 – Jan 2022

- Led delivery of 20+ software and infrastructure initiatives from requirements gathering through implementation.
- Facilitated stakeholder discussions to translate business needs into structured requirements, delivery plans, documentation, and workflow diagrams.
- Supported Agile-style project execution including backlog refinement, sprint planning, progress tracking, stakeholder updates, and implementation coordination.
- Developed documentation, process materials, workflow diagrams, and governance support artifacts to improve operational consistency and audit readiness.

Education & Certifications

Master of Science in Information Technology (MSIT) — University of the People, Pasadena, CA, USA

Computer Engineering — University of Debre Tabor, Ethiopia

Completed Certifications: Professional Scrum Master I (PSM I), Professional Scrum Product Owner I (PSPO I), SAFe Product Owner / Product Manager (SAFe POPM), Lean Six Sigma White Belt

Ongoing & Future Learning Path: PMP, SAFe Scrum Master (SSM), SAFe Agilist (SA), ITIL Foundation, CCNA, CCNP, CCIE, Cloud Fundamentals, Advanced Networking & Infrastructure Certifications

Tools & Technologies

Azure DevOps, Power BI, Tableau, Microsoft Project, Smartsheet, Jira, Confluence, ServiceNow, Power Automate, AI Builder, Power Apps, SharePoint, Excel Advanced, Excel VBA, Microsoft Visio, Microsoft Office 365, Microsoft Teams, Webex, Zoom, Slack, OneDrive