



# Dalton Hooper, CBAP, CSM

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A little about me...

The common thread throughout my diverse career has been the ability to successfully communicate information between disparate audiences.

Early on, I was a customer service manager, computer programmer, and technical trainer. Having these distinct foundational backgrounds allowed me to become a successful liaison between technical and non-technical audiences.

In more recent years, I have effectively utilized these skills in roles such as business analyst, technical writer, and trainer. I've also written and published two books, owned my own speaking and training business, and received certification as a business analysis professional (CBAP) as well as certification as a scrum master (CSM).

In summary, during my 20+ year career...

- I've been a direct report
- I've had direct reports
- I've been a consultant
- I've been an employee
- I've been promoted
- I've been laid off
- I've been downsized
- I've been fired\*
- *But...*I've NEVER resigned

*\*due to an inadvertent conflict of interest violation on my part*