[First Last Name]

[City, Country] | [email@example.com] | [+1 (000) 000-0000] | [LinkedIn URL]

PROFESSIONAL SUMMARY

Certified **[Scrum Master]** with [X+] years of experience facilitating Agile delivery across cross-functional teams in [industry/domain]. Proven track record of increasing transparency, reducing cycle time, and improving team predictability through data-driven continuous improvement. Adept at coaching teams and stakeholders on **Scrum, Kanban, and Agile best practices** while fostering a culture of collaboration, ownership, and customer focus. Skilled in removing impediments, aligning delivery with product vision, and leveraging metrics to drive sustainable, high-quality outcomes.

PROFESSIONAL EXPERIENCE

[Senior Scrum Master] | [Mid-to-Large Tech/Financial Services Company]
[MM/YYYY] – Present | [City, Country]

- Led [2–3] cross-functional Scrum teams ([X–Y] members each) delivering a [web/mobile/platform] product, improving on-time delivery from [X%] to [Y%] by tightening Sprint planning, clarifying Definition of Done, and introducing actionable Sprint Goals.
- Implemented data-driven ceremonies using **[Jira/ Azure DevOps/ Rally]** dashboards and flow metrics (velocity, cycle time, throughput, WIP), resulting in a [X%] reduction in average cycle time and more predictable release planning.
- Coached Product Owners and stakeholders on effective backlog management, user story slicing, and value-based prioritization, increasing the percentage of stories meeting acceptance criteria in the first pass from [X%] to [Y%].

[Scrum Master] | [Digital Product / SaaS Company]
[MM/YYYY] – [MM/YYYY] | [City, Country]

- Facilitated all core Scrum events (Daily Scrum, Sprint Planning, Review, Retrospective) for a distributed team across [X] time zones, increasing engagement and meeting effectiveness scores from [X/5] to [Y/5] via clear agendas and time-boxing.
- Introduced lightweight Kanban practices for production support work, visualizing flow and limiting WIP, which reduced unplanned work spillover into Sprints by [X%] and improved responsiveness to high-priority incidents.
- Partnered with engineering leads and QA to embed **continuous integration, test automation, and definition-of-ready/definition-of-done** standards, contributing to a [X%] drop in escaped defects across [N] releases.

EDUCATION

[Bachelor of Science in Information Technology] | [University Name]
[MM/YYYY] – [MM/YYYY] | [City, Country]

- Relevant coursework: [Software Development Lifecycle], [Project Management], [Agile Methods], [Systems Analysis].

[Certified ScrumMaster (CSM)] | [Scrum Alliance]
[MM/YYYY] | Certification ID: [ID-XXXXX]

- Additional certifications (optional): [Professional Scrum Master I (PSM I)], [SAFe Scrum Master], [ICAgile ICP-ACC].

SKILLS

Agile & Frameworks: [Scrum], [Kanban], [Scaled Agile (SAFe/LeSS)], [XP practices], [Agile coaching].

Tools & Metrics: [Jira], [Confluence], [Azure DevOps], [Miro/Mural], [Burndown/Burnup charts], [velocity], [cycle time], [cumulative flow diagrams].

Delivery & Facilitation: Sprint planning & forecasting, backlog refinement, release planning, stakeholder workshops, conflict resolution, decision facilitation.

Product & Quality: User story mapping, value-based prioritization, acceptance criteria, Definition of Ready/Done, continuous improvement, risk management.

Collaboration & Leadership: Servant leadership, coaching and mentoring, cross-functional collaboration, change enablement, communication with technical & non-technical stakeholders.

SELECTED PROJECTS

[Agile Transformation for Legacy Product Line]

- Supported transition of a [X]-person legacy team from waterfall to Scrum, piloting an incremental delivery model that reduced release cycles from [X] months to [Y] weeks while maintaining regulatory compliance.
- Designed and facilitated onboarding workshops covering Scrum roles, events, and artifacts, increasing Agile maturity scores (self-assessed) from [X/5] to [Y/5] within [N] Sprints.

[Launch of New Customer-Facing Feature Set]

- Partnered with the Product Owner to create a product roadmap and user story map for a new [customer portal / mobile app feature], aligning [X] stakeholders on MVP scope and release milestones.
- Introduced experiment-driven delivery using small, testable increments and feedback loops, resulting in a [X%] increase in feature adoption within [N] weeks of launch.