

[First Last Name]

[City, Country] | [email@example.com] | [+1 (555) 555-5555] | [LinkedIn URL]

PROFESSIONAL SUMMARY

[Experienced **Scrum Coach** with a proven track record of guiding distributed teams and organizations through agile transformations, improving delivery predictability and product quality.]

[Skilled in coaching Scrum Masters, Product Owners, and leadership on **empiricism, self-management, and continuous improvement** while aligning delivery with strategic business outcomes.]

[Adept at implementing **Scrum, Kanban, and scaled agile practices**, establishing metrics dashboards, and fostering a culture of psychological safety and collaboration across cross-functional teams.]

PROFESSIONAL EXPERIENCE

[Senior Scrum Coach] | [Global Technology Corporation]

[06/2020] – [Present] | [City, Country]

- Coached [6 cross-functional Scrum Teams] delivering a [digital platform] portfolio, increasing on-time sprint goal completion from [62%] to [89%] within [12 months] through improved backlog refinement, forecasting, and empirically driven planning.
- Partnered with [Product Management and Engineering leadership] to introduce a lightweight [evidence-based metrics framework] (e.g., [cycle time, throughput, predictability index, escaped defects]), enabling data-informed decisions and reducing average lead time by [28%].
- Designed and facilitated [organization-wide Scrum and agile workshops] for over [150 participants], raising agile maturity scores (via [internal assessment]) by [2 levels] and increasing employee engagement scores in coached teams by [15%].

[Scrum Coach / Agile Coach] | [Financial Services Enterprise]

[01/2016] – [05/2020] | [City, Country]

- Guided [4 Scrum Teams] and [2 Kanban Teams] through an agile adoption initiative, reducing defect rates in production by [35%] and improving release frequency from [quarterly] to [bi-weekly] without increasing headcount.
- Mentored [Scrum Masters] and [Product Owners] through 1:1 coaching, shadowing, and feedback loops, resulting in clearer product goals, more focused sprint goals, and a [20%] increase in average sprint review stakeholder participation.
- Introduced and institutionalized practices such as [Definition of Done, Definition of Ready, team working agreements, and retrospective action tracking], which improved cross-team dependency management and reduced blocked work items by [40%].

EDUCATION

[Bachelor of Science in Information Technology] | [University Name]

[2010] – [2014] | [City, Country]

- [Relevant Coursework: Software Development Lifecycle, Project Management, Organizational Behavior, Communication for IT Professionals]

SKILLS

Agile & Coaching

- [Scrum, Kanban, Lean, Agile Coaching, Team Coaching, 1:1 Coaching, Facilitation of Scrum Events]

Practices & Methods

- [Backlog Management, Story Mapping, User Story Writing, Estimation & Forecasting, Continuous Improvement, Metrics & Dashboards]

Tools & Technologies

- [Jira, Azure DevOps, Confluence, Miro/Mural, Trello, Excel/Google Sheets for Agile Metrics]

Leadership & Collaboration

- [Servant Leadership, Stakeholder Management, Conflict Resolution, Workshop Facilitation, Change Management, Cross-Functional Collaboration]

SELECTED PROJECTS

[Enterprise Agile Transformation Pilot] | [Global Technology Corporation]

[2021] – [2022]

- Led a pilot agile transformation for a [multi-team product group], introducing standardized Scrum practices, shared metrics, and alignment events, which improved cross-team coordination and reduced release-level integration issues by [30%].

[Scrum Master Community of Practice] | [Financial Services Enterprise]

[2018] – [2020]

- Established and facilitated a [Scrum Master Community of Practice] with [monthly learning sessions], shared playbooks, and peer coaching, resulting in more consistent Scrum implementation and improved satisfaction ratings from product stakeholders.