



Morgan Harris

Senior Scrum Master

CONTACT

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Austin, TX

EDUCATION

Bachelor of Science in Computer Science

University of Texas at Austin

Graduated: 2012

Certified ScrumMaster (CSM)

Scrum Alliance

Issued: June 2016

Advanced Certified ScrumMaster (A-CSM)

Scrum Alliance

Issued: March 2018

LINKS

LinkedIn: /in/morganharris

PROFESSIONAL SUMMARY

Senior Scrum Master with over 9 years of experience in digital product development, excelling at building agile practices to deliver innovative and customer-centric solutions. Skilled in working with development and design teams to reduce time-to-market and drive product optimization, especially in tech and e-commerce sectors.

EXPERIENCE

Senior Scrum Master

2020 - Now

Indeed, Austin, TX

- Lead Scrum ceremonies for a team of 12 engineers and product designers focused on digital job search enhancements, reducing sprint cycle time by 20%.
- Collaborate closely with Product Owners to streamline the digital roadmap, enhancing user experience for job seekers across mobile and desktop platforms, resulting in a 25% increase in daily active users.
- Foster Agile best practices, coaching two junior Scrum Masters to achieve Certified ScrumMaster (CSM) credentials and improving overall team productivity by 30%.
- Utilize metrics from Jira and Confluence to track team performance, providing actionable insights that led to a 15% reduction in development backlog.

Scrum Master

2016 - 2020

Capital One, Plano, TX

- Acted as Scrum Master for digital teams working on mobile banking apps, implementing Agile practices that reduced project delivery timelines by 18%.
- Partnered with cross-functional teams in UX and engineering to refine user stories, resulting in improved feature quality and reducing post-release bugs by 40%.
- Initiated Agile transformation workshops for non-technical departments, contributing to a cohesive organizational shift towards Lean and Agile methodologies.

★ SKILLS

Agile Methodologies: Scrum, Kanban, Lean, Agile coaching



Digital Product Development: Roadmap alignment, feature prioritization, user-centric design integration



Metrics & Data Analysis: Jira, Confluence, sprint cycle analysis, backlog management

