

 (415) 555-6789

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 San Francisco, CA

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EDUCATION

Bachelor of Science in Business Administration

University of California, Berkeley

Graduated: 2012

Certified ScrumMaster (CSM)

Scrum Alliance

Issued: May 2015

Professional Scrum Master (PSM I)

Scrum.org

Issued: September 2017

SKILLS

- **Cross-Functional Collaboration.** Team cohesion, facilitating alignment across engineering, product, and UX
- **Agile Best Practices.** Scrum framework, sprint planning, customer feedback loops
- **Team Empowerment.** Retrospective facilitation, Agile Center of Excellence establishment, mentoring
- **Stakeholder Communication.** Facilitating alignment sessions, proactive project prioritization
- **Data-Driven Decisions.** Sprint completion rate, velocity improvements, rework reduction

JAMIE CHEN

SENIOR SCRUM MASTER

PROFESSIONAL SUMMARY

Dynamic Senior Scrum Master with a focus on fostering cross-functional team collaboration and delivering high-quality projects on time. Adept at driving team cohesion and optimizing Agile practices, particularly in SaaS and software development environments.

EXPERIENCE

- April 2019 - Now

Senior Scrum Master

Salesforce, San Francisco, CA /

- Lead cross-functional teams across engineering, product, and UX, delivering enhancements to Salesforce's CRM platform with a 95% sprint completion rate.
- Championed team retrospectives that identified and resolved process bottlenecks, achieving a 30% improvement in velocity and reducing rework by 20%.
- Established an Agile Center of Excellence to mentor Scrum Masters and foster knowledge sharing, contributing to a 15% decrease in onboarding time for new specialists.
- Regularly facilitate stakeholder alignment sessions, helping teams to prioritize key deliverables and reducing miscommunication-related delays by 25%.

- June 2016 - March 2019

Scrum Master

Adobe, San Jose, CA /

- Supported Agile project delivery for Adobe Creative Cloud, ensuring seamless collaboration among development, marketing, and sales teams to meet release timelines.
- Improved sprint planning sessions by introducing customer feedback loops, which enhanced cross-functional awareness and led to a 20% increase in user satisfaction.
- Conducted Agile workshops for stakeholders, contributing to a smoother transition to Scrum and strengthening best practices across the organization.