Yaling Zhang

Junior scrum master with a five-year background in software development within the insurance industry. Seamlessly bridges technical expertise and agile methodologies to drive specialty insurance product development. Recognized for reducing sprint times and improving risk assessment accuracy.

CONTACT

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KEY SKILLS

- Application Programming Interface (API) integration
- Enterprise communications (Quadient Inspire)
- Microservices architecture
- Programming Languages (Java, Python, SQL)
- Test-driven development (TDD)

PROFESSIONAL EXPERIENCE

Jr. Scrum Master | Palomar Insurance, Detroit, MI
July 2023 - Present

- Facilitate agile ceremonies for two scrum teams totaling 15 members working on specialty insurance product development
- Reduced sprint planning time by 20% through effective backlog refinement and story point estimation to allow more time for risk assessment and underwriting
- Improved risk assessment accuracy by 15% with the release of a new catastrophe modeling feature
- Slashed 5 hours of work per week spent on administrative tasks with the adoption of Jira for project tracking

Software Developer | Liberty Mutual, Remote
May 2019 - June 2023

- Developed and optimized 20 software components for policy management systems that handled more than 500,000 active insurance policies across five product lines
- Engaged in 24/7 on-call rotations, resolving 93% of production incidents within service level agreement (SLA) timeframes
- Boosted sprint completion rates by 15% in collaboration with product owners to refine user stories and enhance policyholder experience
- Mentored three junior developers on insurance-specific software practices and completed the onboarding process two weeks ahead of schedule

EDUCATION

Bachelor of Science (B.S.) Computer Science
University of Michigan, Ann Arbor, MI | May 2019

CERTIFICATIONS

Associate in Insurance Data Analytics, The Institutes Knowledge Group, May 2024

Certified ScrumMaster, Scrum Alliance, February 2023