



San Diego, CA 92101



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Portfolio

KEY SKILLS

- Requirements analysis
- Stakeholder management
- Agile coaching

CERTIFICATIONS

- Certified ScrumMaster, Scrum Alliance, May 2023
- PMI-ACP, Project Management Institute, May 2021

Emma Johnson

Business Analyst & Scrum Master with six years driving fintech projects. Blends requirements gathering with agile facilitation to deliver stakeholder value.

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST/SCRUM MASTER

FINTECH CO, SAN DIEGO, CA | JULY 2019 – PRESENT

- Delivered 12 major releases, increasing transaction throughput by 40%.
- Coached POs, boosting story-acceptance rate from 70% to 92%.

BUSINESS ANALYST

FINSERVE, SAN DIEGO, CA | JANUARY 2016 – JANUARY 2019

- Documented 200+ user stories, reducing defects by 25%.
- Led root-cause workshops to improve process flow and reduce rework by 20%.

EDUCATION

B.S. Business Administration,

San Diego State University, CA, San Diego, CA | May 2015