

Emma Perez

Scrum Master

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Certified Scrum Master with 6 years guiding cross-functional product and platform teams through Scrum, Kanban, and scaled delivery. Comfortable coaching engineers, designers, and PMs while removing blockers that affect release dates. Track record of raising team velocity and predictability without burning out the people doing the work.

PROFESSIONAL EXPERIENCE

Scrum Master, Brightlane Health Tech, Raleigh, NC 2021 – Present

- Coach two product teams (16 engineers, 3 designers, 2 PMs) running 2-week sprints on a patient-portal platform serving 480,000 active users.
- Cut sprint carryover from roughly 28% to 9% over three quarters by tightening refinement and pulling work-in-progress limits into the Kanban board.
- Facilitate quarterly PI planning for a 4-team train; partnered with the RTE to surface cross-team dependencies before commitment, not after.
- Replaced the team's 90-minute Friday status meeting with a 20-minute async standup template, freeing engineering time without losing visibility.
- Coached two senior devs into rotating scrum master roles so the team kept running during my two-week PTO with zero missed ceremonies.

Associate Scrum Master / Project Coordinator, Halcyon Logistics Software, Durham, NC 2019 – 2021

- Ran ceremonies for a 9-person fulfillment-routing team shipping every two weeks; team hit sprint goals 11 of 13 sprints in my first two quarters.
- Built a blocker log in Jira that surfaced repeat impediments (deploy queue, QA env flakiness) and gave the eng manager data to fund a fix.
- Introduced retro rotation (4 formats) so teammates stopped sleepwalking through the same questions every two weeks.
- Paired with product to clean up a 312-item backlog down to 84 actionable stories before a major roadmap review.

EDUCATION

- B.S., Information Systems, North Carolina State University, 2018
- Certified Scrum Master (CSM), Scrum Alliance, 2019
- PMI Agile Certified Practitioner (PMI-ACP), 2022

KEY SKILLS

- Scrum, Kanban, Scaled Agile Framework (SAFe)
- PI planning and dependency mapping
- Facilitation and conflict resolution
- Coaching engineers and product managers
- Jira, Confluence, Miro, Lucidchart
- Sprint metrics: velocity, throughput, cycle time
- Backlog refinement and story mapping
- Async-first ceremonies for hybrid teams

