

Susan Moore

Scrum Master

Senior Scrum Master and Agile Coach with 11 years across insurance, healthcare, and B2B SaaS. Have coached 30+ teams, stood up two release trains, and mentored five Scrum Masters into senior roles. Equally comfortable in a team retro and in front of a VP defending why a date should move.

CONTACT INFORMATION



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EDUCATION

M.S., Engineering Management,
University of Minnesota, 2014

B.S., Computer Science,
University of Iowa, 2011

Certified Scrum Professional
(CSP-SM), Scrum Alliance, 2019

SAFe Program Consultant (SPC),
Scaled Agile, 2022

KEY SKILLS

- Scrum, Kanban, SAFe, LeSS basics
- Agile coaching and mentoring
- Release train engineering and PI planning
- Org-level metrics: predictability, lead time, flow efficiency
- OKR coaching for product leaders
- Jira, Jira Align, Confluence, Miro
- Executive stakeholder communication

PROFESSIONAL EXPERIENCE

SENIOR SCRUM MASTER / AGILE COACH | CEDAR RIDGE INSURANCE GROUP, MINNEAPOLIS, MN, 2021 – PRESENT

- Coach a 5-team release train (52 people) building claims-automation tools; raised predictability from 64% to 91% commitment-vs-delivered over six PIs.
- Mentored 5 Scrum Masters; three were promoted to senior level within 18 months, two now coach their own trains.
- Partnered with the VP of Engineering to retire a heavyweight stage-gate process, cutting average idea-to-prod from 14 weeks to 7.
- Ran a quarterly Inspect & Adapt workshop that produced 9 train-level improvements, including a shared on-call rotation across two teams.
- Coached two product directors on writing OKRs that teams could actually pull into a sprint without further translation.

SCRUM MASTER | HARBORLIGHT HEALTH SOLUTIONS, ST. PAUL, MN, 2017 – 2021

- Ran two clinical-workflow teams (18 engineers) through HIPAA-bound releases; zero compliance findings across four annual audits.
- Stood up a community of practice for 14 Scrum Masters across the org, including a monthly facilitation lab and a shared retro library.
- Coached a struggling team back to a healthy cadence after a director change; sprint goal achievement moved from 3 of 8 to 7 of 8 within a quarter.
- Built a dependency-mapping practice on Miro that became the company standard for quarterly planning.
- Wrote the internal playbook on running retros for distributed teams across three time zones.

SCRUM MASTER | LATTICE POINT SOFTWARE, BLOOMINGTON, MN, 2014 – 2017

- Ran ceremonies for two product teams (14 engineers) shipping a B2B logistics SaaS on 2-week sprints.
- Cut average meeting time per engineer from 11 hours/week to 6 by auditing recurring meetings and pushing async updates.
- Coached the founding PM on backlog ownership, ending a 9-month pattern of mid-sprint pivots from leadership.
- Trained 7 new hires (engineers and designers) on the team's Scrum practice during a hiring surge.

- Community of practice design
- Distributed and hybrid team facilitation
- Conflict resolution and difficult conversations