Megan Alvarez

Scrum Master

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SUMMARY

Scrum Master with 5 years supporting software delivery teams at a logistics technology company, certified CSM and working across Jira and Confluence. Cut sprint carryover for a 9-person team from 35% to 12% and coached 2 teams through a transition to a healthier Definition of Done. Known for calm facilitation and turning retro themes into action that sticks.

EXPERIENCE

Scrum Master — Haulwell Logistics Software

Denver, CO · Feb 2023 – Present

- Coach a 9-person cross-functional team shipping a dispatch platform, cutting sprint carryover from 35% to 12% over 6 months by tightening story refinement.
- Facilitated 48 sprint retros and turned the 3 most common themes, unclear acceptance criteria, into a Definition of Ready the team still uses.
- Tracked velocity and cycle time in Jira and flagged a recurring QA bottleneck, which led to adding a dedicated QA swimlane and cut average cycle time by 2 days.
- Ran dependency mapping across 3 teams ahead of a platform migration, surfacing 11 cross-team blockers before sprint planning instead of mid-sprint.

Scrum Master — Fieldline Software

Denver, CO · Aug 2020 – Jan 2023

- Served as Scrum Master for 2 teams totaling 14 engineers, running daily standups, sprint planning and reviews for both on a staggered schedule.
- Coached a team transitioning from ad hoc Kanban to Scrum, reaching a stable 2-week sprint cadence within 3 sprints.
- Built a Jira dashboard of sprint burndown and escaped-defect counts that product managers checked weekly, replacing a manual status email.
- Partnered with 2 product owners to improve backlog refinement, raising the share of stories estimated before sprint planning from 60% to 95%.

SKILLS

Agile Delivery: Scrum, Kanban, sprint planning, backlog refinement, Definition of Done, release planning

Tools: Jira, Confluence, Azure DevOps, Miro, Slack

Metrics: Velocity, cycle time, sprint burndown, escaped defects

Facilitation: Retrospectives, conflict resolution, stakeholder communication, cross-team dependency mapping

CERTIFICATIONS

Certified ScrumMaster (CSM), Scrum Alliance, 2020

PMI Agile Certified Practitioner (PMI-ACP), 2022

EDUCATION

B.A. Business Administration, University of Colorado Denver, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.