ROSITA ERZUAH (BSc, CSM, PSM)
WORCESTER MA | ERZUAH31@GMAIL.COM | 857.417.5187

Career Summary

Dedicated Scrum Master over 5 years' experience in the Scrum Agile environment, assisting multiple teams to consistently deliver potentially releasable increment of done work. Experience in leveraging Scrum practices and agile principles in building very effective and high performing teams. A very strong motivator, coach and influencer with effective servant leadership skills.

PROFESSIONAL HIGHLIGHTS

- Improved business processes by helping teams become self-organized and encouraging alignment of the work of the teams against strategic goals.
- Well versed in coaching teams on Scrum framework with the goal of helping them become cross-functional.
- Strong analytical and problem-solving skills with proven experience in utilizing people and process knowledge to assist enterprises in making critical decisions.
- Experienced guiding, coaching and training development teams in the adoption of scrum practices and driving process improvement.
- Self-organized servant leader skilled in coaching, mentoring and influencing teams.
- Certified Scrum Master with vast experience working with multiple teams to drive agile process improvement and best practices.
- Experience in Agile Theory and Methodology. Kanban, XP, Lean and Scrum Framework.
- Excellent conceptual and working knowledge of System Development Life Cycle (SDLC), Waterfall and Agile Methodology.
- Coach the teams to think critically to solve any project.
- Lead teams to be focus and committed in project development.
- Frequently adapt and Inspect all the Scrum rules and practices effectively and efficiently.

PROFESSIONAL EXPERIENCE

Kyruus Inc. Boston MA   **March 2020- Present**

- Coached the team on average velocity and how Importance on driving predictability on the backlog.
- Create a Sprint report in the Active Sprint to report all blocked tickets in the sprint.
- Ensured that Daily Standups is simple and precise. The 3 questions are answered by all the engineers for transparency purposes.

- Ensured that I fish out any issues and resolve them in retrospective meetings.
- I create a short meeting session for Technical Touch Point where developers talk about their blockers/struggles among themselves to resolve them.
- Coach scrum teams to estimate their user stories to story points with planning poker method.
- Removed all impediments to helped team to deliver value to customers.
- Guide teams on effective and healthy communication among themselves.
- Motivate and protect the teams from external disturbance to ensure they stay focused on delivering potentially shippable product increment each sprint.
- Encouraged team members to be focused to commit to their stories to done.

IntelyCare Inc., Quincy MA   **Jan 2018- Feb 2020**
Scrum Master
- Assisted two teams responsible for updating and upgrading a mobile App.
- Coached team members on self-organization, effective communication strategies and ownership of product development process.
- Worked effectively with the team to remove any roadblocks to enable flow of value to customers faster.
- Assisted the product owner to prioritize the product backlog by using prioritization techniques such as MOSCOW.
- Drive agile methodology like TDD when needed in Scrum Framework.
- Empowered scrum teams to work effectively by mentoring team members on Scrum processes and providing constructive feedback that empowered teams to consistently deliver value by releasing product features on time.
- Supported team members to own and run relevant scrum ceremonies and ensured that all were effectively attended and productive.
- Used tools such as burn-down charts to track the progress of the stories during sprints.
- Negotiated with Product owner and development team to resolve capacity and user story issues.
- Provided support to the teams using a servant leadership style and leading by example.
- Helped PO to create the epics and stories within JIRA.
- Coached the team to use Vertical Slices when creating a user stories.
- Use Velocity as a Release Planning strategy to predict our product backlog.

Bank of America   Detroit MI   **Jan 2017 –Dec 2018**
Scrum Master
- Responsible for updating and upgrading zelle to enable customers send money to anyone using phone number, emails or contact numbers on their mobile App.
- Facilitated daily standup meetings, sprint reviews, sprint retrospectives, release planning, demos, and other Scrum related meetings with Scrum teams and stakeholders.

- Led the scrum teams collaborate and coordinates to produce the increments at the end of each sprint.
- Coached both scrum teams and cross functional teams to collaborate effectively.
- Updated the progress of the project and ensure that the senior executives see the status.
- Worked with product owners/stakeholders in prioritization of the sprint requirements.
- Ensured that development teams practiced the core agile principles of collaboration, prioritization, team accountability, and visibility.
- Coached Scrum teams to use INVEST during refinement meeting to make good stories.
- Worked with Product Owner on Artifacts Such as Product Backlog, Sprint Backlog and Sprint Burn down, Release Burn down
- Empowered and encouraged the team to solve problem rather than finding faults.

Verizon, New York NY   **Jan 2016- Oct 2016**
Jnr Scrum Master
- My team and I assist in an ongoing support system where customers can follow steps to fix their slow internet or when internet is not working. These steps are very simple and easy to read.
- Track and radiate team commitments, velocity and sprint/release progress.
- Coach scrum teams to estimate their user stories to story points with planning poker method.
- Guide teams on effective and healthy communication among themselves.
- Motivate and protect the teams from external disturbance to ensure they stay focused on delivering potentially shippable product increment each sprint.
- Help build a trusting and safe environment where problems can be raised without fear.
- Ensures transparency of the product backlog, sprint backlog, burn-down & burn-up charts and communicates team overall progress tracking burn down/burn up metrics, velocity and productivity.
- Reviewed the definition of done and the definition of ready with team members.

Release Well-Being Center Westborough MA   **Feb 2015– Nov 2015**
Sales Assistant Manager
- Responsible for motivating and advising representatives to improve their performance, as well as hiring and training new sales representatives.
- Achieve their objectives through effective planning, setting sales goals, analyzing data on past performance, and projecting future performance.
- Ensure that the sales department works cross functionally with executives from other departments.
- Participate in spontaneous sales call rides and planned field days.
- Counsel, support, discipline, and fire underperforming sales representatives.

- Develop a scalable sales process and ensure representatives adhere to it correctly.
- Ensure that representatives use sales technologies, such as a CRM, correctly.

EDUCATION & CERTIFICATIONS
- Bachelor degree in Business Administration major in Accounting.
- Professional Scrum Master (PSM I) with Scrum.org
- Certified Scrum Master (CSM) with Scrum Alliance

<u>TOOLS</u>
Jira, Rally, Confluence, Version one.
Microsoft word, Excel, PowerPoint