Maya Thompson

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Scrum Master Focused on Agile Team Success and Continuous Delivery
Certified Scrum Master with six years of experience guiding software teams in Agile environments. Skilled in sprint planning, stakeholder alignment, and removing blockers to keep teams productive and focused. Known for improving team velocity, increasing delivery consistency, and building a culture of transparency and collaboration.

Professional Experience

Scrum Master
CloudPeak Software, Seattle, WA | May 2020 - Present

- Facilitated Agile ceremonies for three cross-functional teams, improving sprint completion rate by 35% over 12 months
- Partnered with product owners to refine backlogs, leading to a 40% reduction in scope creep and clearer sprint goals
- Removed delivery bottlenecks and coached team on Agile principles, increasing team velocity by 28% quarter over quarter

Project Coordinator
ZenCore Systems, Bellevue, WA | July 2018 - April 2020

- Transitioned two legacy teams from Waterfall to Scrum, decreasing cycle time by 45% and improving release frequency
- Led backlog grooming and sprint retrospectives, raising stakeholder satisfaction scores from 72% to 93%
- Developed team dashboards in Jira, enabling better tracking of KPIs and project progress

Key Skills

- Agile coaching
- Backlog refinement
- Cross-functional collaboration
- Jira and Confluence
- Sprint planning
- Team facilitation

Education

Bachelor of Science (B.S.) Information Systems   May 2016
University of Washington, Seattle, WA

Certifications

Certified ScrumMaster (CSM) February 2018

SAFe Scrum Master (SSM) May 2021