Jordan Ellis

Scrum Master I

jordan.ellis@email.com (919) 555-0124 Raleigh, NC linkedin.com/in/jordanellis

Summary

Scrum Master I with 2 years on software delivery teams, the last 14 months running Scrum for 2 product teams of 8 engineers at a Raleigh health-tech company. Handles sprint planning, daily stand-ups, reviews and retrospectives, and keeps Jira boards and Confluence pages current. Certified ScrumMaster with a computer science degree and calm facilitation.

Experience

Scrum Master I

08/2025 - Present

Oakcrest Health Software Raleigh, NC

Patient scheduling software company with 140 employees and 9 Scrum teams.

- **Facilitate sprint planning, stand-ups, reviews and retrospectives for 2 teams of 8 engineers on 2-week sprints.**
- **Track impediments in Jira and clear 85% within 2 days, often by booking time with platform or security teams.**
- **Coach the product owner on user stories with acceptance criteria, cutting stories pulled mid-sprint from 6 to 2.**
- **Maintain team Confluence pages with burndown charts and sprint goals, read by 30+ stakeholders each sprint.**

Project Coordinator

06/2024 - 07/2025

Oakcrest Health Software Raleigh, NC

Delivery office role during the company's move from waterfall to Scrum.

- **Scheduled release meetings and kept Jira release notes for 12 quarterly and patch releases.**
- **Organized onboarding for 9 teams moving to agile methodologies, writing 20 Confluence how-to pages.**
- **Built a Kanban board for the 5-person support team, reducing average ticket wait time by 30%.**
- **Collected sprint velocity data for the delivery manager's monthly report to leadership.**

Education

Bachelor of Science

05/2024

North Carolina State University Raleigh, NC

Computer Science

Skills

- **Scrum**
- **Agile Methodologies**
- **Sprint Planning**
- **Retrospectives**
- **User Stories**
- **Kanban**
- **Jira**
- **Confluence**
- **Facilitation**
- **Communication Skills**

Certificates

Certified ScrumMaster (CSM)

09/2025

Scrum Alliance