Kevin Tran

SCRUM MASTER II

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SUMMARY

Scrum Master II with 4 years on agile software teams, now running Scrum for 2 mobile app teams at a San Diego telehealth company. Coaches teams through sprint planning and backlog refinement, tracks agile metrics in Jira and turns them into changes the team owns. Certified ScrumMaster and A-CSM holder with clear written and spoken communication skills.

SKILLS

Scrum • Agile • Sprint Planning • Backlog Refinement • Release Planning • Agile Metrics • Kanban • Jira Confluence • Communication Skills

EXPERIENCE

Scrum Master II 02/2025 - Present

Coronado Telehealth San Diego, CA

Telehealth platform with iOS and Android apps serving 1.2M patients.

- Coach **2** mobile teams of 9 on Scrum, shrinking sprint carry-over from 30% of points to 10%.
- Run release planning with product and QA for monthly app store releases, 14 shipped on time in a row.
- Track agile metrics such as cycle time and escaped defects in Jira dashboards reviewed every sprint.
- Facilitate retrospectives in rotating formats, with 70% of action items closed by the next sprint.

Scrum Master I 07/2023 - 01/2025

Pacific Ridge Software San Diego, CA

Logistics software firm with 6 agile teams.

- Ran Scrum events for a **7**-person web team and recorded team agreements in Confluence.
- Moved the support team to Kanban with WIP limits, reducing average ticket age from 9 days to 4.
- Organized backlog refinement twice a sprint, keeping 20+ ready stories in the queue.

QA Analyst 06/2022 - 06/2023

Pacific Ridge Software San Diego, CA

Manual and automated testing for the shipment tracking app.

- Tested **40+** user stories per sprint and logged defects in Jira with clear repro steps.
- Automated 120 regression checks, cutting release testing from 3 days to 1.
- Joined sprint planning as the QA voice, flagging untestable stories before they entered the sprint.

EDUCATION

Bachelor of Science 05/2022

San Diego State University San Diego, CA

Computer Science

CERTIFICATES

Certified ScrumMaster (CSM)

Scrum Alliance

08/2023

Advanced Certified ScrumMaster (A-CSM)

Scrum Alliance

06/2025