

Aaliyah Desrosiers

Scrum Master | Associate Scrum Master

CONTACT

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SKILLS

Scrum and Kanban

Flow metrics (cycle time, throughput, WIP)

Monte Carlo forecasting

Jira and Jira Align

Confluence

Product owner coaching

Retrospective design

Dependency mapping

Conflict facilitation

Distributed team practices

Stakeholder reporting

Liberating Structures

EDUCATION

BCom, Business Technology Management
Lakehead Metropolitan University
2019

CERTIFICATIONS

- Professional Scrum Master II (PSM II)
- Professional Scrum with Kanban (PSK I)
- Certified ScrumMaster (CSM)

PROFESSIONAL SUMMARY

Scrum master with six years supporting software teams in insurance technology and retail ecommerce, currently serving three product teams at once. Uses flow metrics and probabilistic forecasting instead of velocity targets, removes cross-team blockers before they reach leadership and coaches product owners on backlogs that tell a story.

PROFESSIONAL EXPERIENCE

Scrum Master

Feb 2022 — Present

Northshore Policy Technologies · Toronto, ON

- Serve three product teams of 22 people building claims and broker portals, facilitating events, coaching product owners and running a shared dependency board.
- Replaced velocity commitments with throughput-based Monte Carlo forecasts, giving business partners date ranges they trusted and ending end-of-quarter crunch weekends.
- Introduced work-in-progress limits and a daily blocked-item review, shrinking median cycle time from 11 days to five over two quarters.
- Escalated a recurring environment bottleneck with data from Jira, leading platform leadership to fund self-service test environments for every team.

Associate Scrum Master

Jun 2019 — Jan 2022

Lakeshore Home Goods Digital · Mississauga, ON

- Supported two ecommerce teams through a move from fixed-scope releases to two-week sprints, coaching developers and designers on refinement and sprint goals.
- Designed remote retrospective formats in Miro when the teams went fully distributed, keeping participation steady across three time zones.
- Organized a holiday-readiness war room with operations and marketing, clearing launch blockers daily and shipping peak-season features on the planned date.