Aaliyah Desrosiers

SCRUM MASTER | ASSOCIATE SCRUM MASTER

aaliyah.desrosiers@email.example • (647) 555-0152

SKILLS

Technical: 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

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.

EDUCATION

BCom, Business Technology Management

Lakehead Metropolitan University

2019