

Tomás Echeverría

QA Analyst and Acting Scrum Master | Customer Support Specialist

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PROFESSIONAL SUMMARY

QA analyst stepping into a first scrum master role after two years on a Scrum team where he ran retrospectives whenever the SM was away. Keeps boards honest in Jira, turns retro notes into tracked experiments and is comfortable asking the awkward question in planning. Holds PSM I and is working toward PSM II.

EXPERIENCE & PROJECTS

Saguaro Benefits Online · Phoenix, AZ

May 2023 — Present

QA Analyst and Acting Scrum Master

- Facilitated 14 retrospectives as backup scrum master, introducing a one-experiment-per-sprint rule that the team kept after the permanent SM returned.
- Rebuilt the team's Jira board with explicit columns for review and testing, exposing a QA queue that the team then cut by pairing developers with testers.
- Coached the product owner on splitting large stories by workflow step, so fewer items rolled over between sprints and the sprint goal became meaningful again.
- Tracked cycle time weekly in a simple dashboard and shared it at reviews, giving stakeholders a calmer view of delivery than story points alone.

Valley Desert Insurance Services · Tempe, AZ

Aug 2021 — Apr 2023

Customer Support Specialist

- Ran a weekly huddle with support and claims staff to collect recurring customer complaints, turning the top items into tickets the software team could prioritize.
- Wrote short how-to guides in English and Spanish that new support staff used during their first week on the phones.

Community meetup facilitation

- Co-organizes a monthly local agile meetup, designing lean coffee and liberating structures sessions for groups of 20 to 40 practitioners.

EDUCATION

BA, Organizational Communication

2021

Sonoran Plains University

SKILLS

Technical: Scrum events facilitation, Jira boards and filters, Confluence, Retrospective formats, Kanban basics, Cycle time tracking, Test planning, Miro, Story splitting, Bilingual communication (EN/ES)

Certifications: Professional Scrum Master I (PSM I) · ISTQB Certified Tester Foundation Level