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|  | Simone Holland CSM  Scrum Master |  |

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| Contact 6114 Media Street  Philadelphia, Pa 19151  Simonejackson5817@gmail.com | Objective Certified Scrum Master offering 5+ years of extensive experience in improving processes and product delivery by implementing a scrum framework environment. My work ethic has allowed me to successfully work in various teams while assisting product owners to remove impediments and prioritize backlogs. |
| Education Certified Scrum Master  Scrum Alliance    Bachelors of Science in Nursing  Widner University  Associates Degree in Nursing  Delaware County Community College  Bachelors of Arts in Psychology  West Chester University | Experience August 2021-Present  Scrum Master • Holy Redeemer Health   * Participates in daily standups, which are 15-minute daily meetings including all unit team members. During such meetings working updates, goals and impediments are discussed * Provide patient care following direction of physician * Organizes and conducts monthly meetings with Labor and Delivery interdisciplinary staff in regards to updated unit policy and procedures and staffing issues * Demonstrates the ability to navigate OB trace view and SORIAN for charting and documentation purposes * Assisted with the implementation of a communication tool via the Tiger Text software for Labor and Delivery nurses and lactation consultants within the hospital. This communication option allows for nurses and lactation consultants to send encrypted messages regarding the treatment of breastfeeding mothers on the unit   October 2018-August 2021  Scrum Master • Registered Nurse • Chestnut Hill Hospital   * Demonstrated the ability to navigate EPIC for charting and documentation purposes * Facilitated daily stand ups with Emergency Department staff * Reviewed departmental patient satisfaction surveys and reported qualitative data and recommendations to Nurse Director * Audited chest pain charting documentation for all Emergency Department nurses per hospital protocol * Acted as a nurse preceptor, introducing unit rules and regulations, policies and procedures and team expectations to new nurses * Implemented a pre-arrival check-in option for all Emergency Department patients which allows patients to avoid delay in care. Patients can access pre-arrival check-in from Hospital website * Utilization of empirical data to increase patient fall prevention by 25% over 3 quarters * Production and maintenance of burndown/burnup charts to track discharge rate during peak   April 2018-October 2018  Scrum Master • Registered Nurse • Chestnut Hill Hospital   * Demonstrated the ability to navigate Cerner for charting and documentation purposes * Acting Charge Nurse * Conducted team meetings to introduce system updates, encourage team productivity, patient safety and satisfaction * Mediated team-based conflict * Maintained RN certifications for Joint Commission review while sending reminders and encouraging prompt and timely completion * Active liaison between PCU team and other units within the health system * Assisted in the implementation of a clickable ‘Gender Identifier’ option to the EMR during admission for patients who identify as opposite gender   June 2013- June 2017  Sr. Scrum Master • VA Medical Center   * Responsible for facilitating agile scrum ceremonies (Sprint, Sprint Review, Daily Stand-ups and Sprint Retrospective) * Worked closely with various IT teams to manage open tickets for reduction of team technical impediments * Proactively worked to identify project risks before they impede team progress * Tracked project metrics such as burndown charts and velocity to monitor project progress while managing risks and stakeholder communication plans * Helped Product Owner prioritize product backlog * Coached and trained development teams and business stakeholders in adopting agile practices * Collaborated with other scrum masters, product owners and development teams to define solutions and encourage progress |
| Key Skills Scrum  Kanban  Servant Leadership  Conflict Resolution  Communication  Critical Thinking  Story estimation  Software testing | Highlights  * Led sprint planning, sprint reviews, sprint retrospectives and daily scrums with the development team resulting in product features that reached over 8,000 users * Implemented agile methodologies throughout organizations on all levels across employees * Motivated teams to work towards continuous improvement while delivering shippable products at the highest value by the end of every Sprint |
|  | Certifications/ Licenses CSM certified, Scrum Alliance  Registered Nurse, Pennsylvania State Board of Nursing |
|  | References [Available upon request.] |