Leah Winters

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My Key Qualifications

- 1 year supporting one Agile delivery team at HealthStream, facilitating **daily standups, sprint planning, reviews, retrospectives, and backlog refinement** under a senior Scrum Master.
- **PSM I certified** (Scrum.org, 2025), with hands-on Scrum practice in a software delivery environment.
- **Standardized Jira and Confluence sprint dashboards** for velocity, burndown, cycle time, and defect trends, cutting weekly status prep by 3 hours.
- Improved blocker and retrospective follow-through with a visible **impediment log**, cutting carried-over action items from 6 per sprint to 2.
- Backlog refinement with Product Owner, QA, and engineers raised **sprint goal attainment from 5 of 8 sprints to 7 of 8**.
- **Healthcare IT experience** at HealthStream plus a telehealth intake capstone for a university-affiliated clinic, built sprint-based in Jira and Azure DevOps.

Experience

Associate Scrum Master — **HealthStream**, healthcare workforce and learning technology company

May 2025 – Present · 1 yr 6 mos

- Facilitate all core Scrum ceremonies for one Agile delivery team building internal and customer-facing healthcare applications, working under the guidance of a senior Scrum Master.
- Standardized sprint dashboard reporting for velocity, burndown, cycle time, and defect trends by building Jira filters and Confluence reporting pages used by the team and delivery leads, cutting weekly status preparation time by 3 hours.
- Improved follow-through on sprint blockers and retrospective action items with a visible impediment log, assigned owners, and review in standups and retrospectives, reducing carried-over action items from 6 per sprint to 2.
- Partnered with the Product Owner, QA, and engineers on backlog refinement, checking acceptance criteria, dependencies, and story point estimates before sprint planning; sprint goal attainment rose from 5 of 8 sprints to 7 of 8.

Education

- **Middle Tennessee State University** — Bachelor of Science in Information Systems · 2021 – 2025

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Projects

- **Telehealth Intake Capstone**
  Sprint-based prototype for a university-affiliated clinic streamlining patient intake, appointment requests, and follow-up documentation for telehealth visits. Cut average intake completion time by 11 minutes in user testing across 24 mock patient scenarios.
  Tech: Jira, Confluence, Figma, Azure DevOps
- **Campus Service Desk Workflow Project**
  Mapped and improved a campus IT support ticket workflow using Kanban principles and service metrics. Lowered average ticket cycle time from 4.6 days to 3.2 days in a 6-week pilot.
  Tech: Jira, Excel, Miro

Skills

- **Agile Methods:** Scrum, Kanban, Backlog Refinement, Sprint Metrics Reporting
- **Tools:** Jira, Confluence, Azure DevOps
- **Domain:** Healthcare IT

Certifications

- **Professional Scrum Master I** – Scrum.org (2025)

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