Brandon Coleman

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My Key Qualifications

- **3 years as a Scrum Master** supporting three cross-functional software teams at Enova International, a fintech, since February 2023.
- Raised **sprint goal attainment from 68% to 86%** across three teams by tightening backlog readiness and story slicing practices.
- Jira and Confluence are daily tools: built dashboards for velocity, burndown, cycle time, lead time, and throughput, **cutting manual reporting by 5 hours per week**.
- Kanban coaching in practice: introduced WIP limits and intake policies that brought expedited-item **cycle time from 12 days down to 8**.
- Dependencies are named and managed, not just flagged: dependency reviews and early escalation **cut carryover from 9 items to 4 per quarter**.
- Retrospectives that moved quality in a mobile release stream, partnering with QA and engineering to bring the **defect rate from 14 to 9 per release** over 2 quarters.
- **CSM certified** through Scrum Alliance (2023), with hands-on exposure to GitHub, AWS, and CI/CD-based release coordination.

Experience

Scrum Master — **Enova International**, a fintech company offering online lending and financial products

Feb 2023 – present · 3 yrs 9 mos

- Serve as Scrum Master for three cross-functional teams spanning product, engineering, QA, and design, facilitating sprint planning, standups, backlog refinement, reviews, retrospectives, and release planning.
- Raised sprint goal attainment from 68% to 86% across three teams by tightening backlog readiness standards, refining story slicing practices, and reviewing capacity assumptions before sprint planning.
- Built Jira dashboards and Confluence reporting pages for velocity, sprint burndown, cycle time, lead time, and throughput, cutting manual reporting time by 5 hours per week.
- Coached teams on Kanban flow practices for unplanned production and support work, introducing WIP limits, service classes, and clearer intake policies in Jira; expedited cycle time fell from 12 days to 8.
- Drove corrective action on cross-team dependencies affecting release dates, cutting dependency-related carryover from 9 items per quarter to 4 through early risk escalation and owner tracking in release coordination meetings.
- Led retrospectives on quality issues in a mobile release stream, partnering with QA and engineering on prevention steps; defect rate dropped from 14 to 9 defects per release over 2 quarters.

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Business Systems Analyst — **CCC Intelligent Solutions**, cloud software for insurance and automotive claims workflows

Nov 2021 – Jan 2023 · 1 yr 2 mos

- Improved story readiness for a team delivering claims workflow enhancements, lifting stories accepted into sprint from 78% to 90% by reworking acceptance criteria templates and adding pre-planning backlog review sessions with Product Managers and engineers.
- Built shared Jira dashboards and Confluence summaries for sprint, release, and defect trends, cutting ad hoc status requests from stakeholders by 40% within one quarter.
- Tracked dependencies and blockers across product, QA, and engineering through a maintained dependency log and recurring cross-functional reviews, helping land 3 consecutive releases on schedule.
- Supported Scrum ceremonies for Agile delivery of cloud-based workflow products, preparing user stories, acceptance criteria, and backlog updates alongside Product Managers and engineers.

Education

- **DePaul University** — Bachelor of Science in Information Systems · 2017 – 2021

Skills

- **Agile Delivery:** Scrum, Kanban, Backlog Refinement, Release Planning, Dependency Management
- **Tools & Platforms:** Jira, Confluence, GitHub, AWS
- **Reporting:** Agile Metrics Reporting

Certifications

- **Certified ScrumMaster** – Scrum Alliance (2023)