Camille Hollis

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My Key Qualifications

- Currently lead Agile delivery for **four interdependent teams** across digital commerce and enterprise platform work at Nordstrom, spanning product, engineering, architecture, QA, and business stakeholders.
- **Coached Scrum Masters, Product Owners, and engineering leaders** on Scrum, Kanban, flow metrics, and capacity planning, including a monthly community of practice and facilitation playbooks.
- Built **executive-level dashboards in Jira Align, Jira, and Confluence** covering predictability, blocker trends, and team health, cutting executive status prep from 2 days to 4 hours monthly.
- Raised quarterly commitment reliability **from 62% to 81%** across four teams through capacity planning, dependency mapping, and pre-planning risk reviews.
- Kanban flow improvements lowered average cycle time **from 18 days to 11 days**; dependency forums cut release delays from 5 per half to 2 across distributed teams.
- **PSM II and SAFe Scrum Master certified**, with delivery experience spanning retail, e-commerce, and supply chain at Nordstrom, Blue Nile, and Expeditors.
- Led **quarterly planning and portfolio-level operating cadences**, with hands-on exposure to GitHub, AWS, and CI/CD in current engineering teams.

Experience

Senior Scrum Master — Nordstrom

Aug 2021 – Present · 5 yrs 3 mos

- Lead Agile delivery for four interdependent teams spanning product, engineering, architecture, QA, and business stakeholders across digital commerce and enterprise platform work.
- Established portfolio reporting in Jira Align, Jira, and Confluence covering roadmap execution, predictability, blocker trends, and team health, cutting executive status preparation from 2 days to 4 hours each month.
- Improved delivery predictability across the four teams by coaching backlog readiness, capacity planning, and dependency mapping ahead of quarterly planning, raising quarterly commitment reliability from 62% to 81%.
- Drove flow-based process improvements for support and enhancement work by introducing Kanban policies, WIP limits, aging reviews, and service class definitions, lowering average cycle time from 18 days to 11 days.
- Coordinated releases across distributed teams with shared architecture dependencies, running recurring dependency forums and escalating unresolved blockers, which cut dependency-related release delays from 5 in one half to 2 in the next.
- Mentored a group of Scrum Masters through playbooks, observation feedback, and a monthly community of practice, lifting internal team health survey scores from 3.6 to 4.2 out of 5 across coached teams.

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Scrum Master — **Blue Nile**, online jewelry retailer and e-commerce company

Mar 2018 – Jul 2021 · 3 yrs 4 mos

- Improved release predictability for two e-commerce delivery teams, raising on-time release completion from 70% to 88% by strengthening story refinement, dependency tracking, and pre-release readiness reviews.
- Built shared visibility into lead time, throughput, and blocker trends with Jira dashboards and Confluence, cutting average lead time from 22 days to 15 days by reviewing flow metrics in retrospectives and leadership checkpoints.
- Led continuous improvement work on escaped defects for checkout enhancements, lowering the defect escape rate from 7 defects per release to 3 through root cause reviews with QA and engineering and sprint-level follow-up on prevention actions.
- Facilitated Scrum ceremonies and release coordination for customer-facing web and enterprise systems teams, partnering with product and engineering leaders on backlog health, delivery metrics, and cross-team dependency management.

Agile Project Manager — **Expeditors**, global logistics and supply chain services

Jan 2015 – Feb 2018 · 3 yrs 1 mo

- Introduced standardized sprint and release tracking for internal application teams, improving milestone forecast accuracy from 64% to 79% through common planning templates, status dashboards, and weekly risk reviews.
- Cut average blocker age on a supply chain systems program from 10 days to 6 days by creating an escalation path and owner-based tracking in team reviews.
- Coordinated delivery planning and stakeholder communication for enterprise software initiatives while supporting Agile adoption, ceremonies, and issue escalation across internal technology teams.

Business Analyst — **Visa**

Oct 2013 – Dec 2014 · 1 yr 2 mos

Improved requirements handoff quality for a payments technology workstream by standardizing requirement reviews and traceability between stories, defects, and test cases, cutting clarification defects during testing from 8 to 5 per release.

Education

- **University of Washington** — Bachelor of Arts in Business Administration · 2009 – 2013

Skills

- **Agile Delivery:** Scrum, Kanban, Scaled Agile Delivery, Portfolio Planning, Dependency Management
- **Tools & Platforms:** Jira Align, Jira, Confluence, GitHub, AWS, CI/CD
- **Reporting:** Executive Reporting

Certifications

- **Professional Scrum Master II (PSM II)** – Scrum.org (2021)
- **SAFe Scrum Master** – Scaled Agile (2022)