

Jordan Lee

Scrum Master | Agile Coach

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Summary

Servant leader and Agile Coach with 11+ years of experience helping product and technology teams deliver predictable customer value. Guides multi-team transformations across Scrum, Kanban, and Scaled Agile Framework (SAFe) environments; coaches leaders and teams in flow, product discovery, and continuous improvement. Known for turning delivery data into practical action, resolving systemic impediments, and building psychologically safe, accountable teams.

Skills

Agile Leadership: Scrum, Kanban, SAFe, Lean, servant leadership, facilitation, team coaching, conflict resolution, change management | **Delivery:** Quarterly planning, roadmap alignment, dependency and risk management, release planning, backlog refinement, DevOps collaboration | **Metrics:** Flow efficiency, cycle time, lead time, throughput, predictability, objectives and key results (OKRs) | **Tools:** Jira, Confluence, Azure DevOps, Miro, Aha!, Power BI, Slack, Nimbus Teams

Experience

Lead Agile Coach

Denver, Colorado

Northstar Financial Technologies

Mar 2021 – Present

- Coach 8 cross-functional product teams and 20+ leaders across digital banking, data, and platform portfolios, aligning quarterly outcomes for a 95-person delivery organization.
- Redesigned portfolio intake and quarterly planning around capacity, dependencies, and measurable outcomes; improved committed-objective completion from 68% to 89% in four quarters.
- Introduced Kanban flow reviews and automated dashboards for cycle time, work in progress, and aging items, reducing median feature cycle time 34% and unplanned carryover 27%.
- Built an internal coaching guild and trained 42 Scrum Masters and Product Owners in facilitation, product discovery, and evidence-based management; increased team health scores by 18 points.

Senior Scrum Master

Boulder, Colorado

BrightCart Commerce

Jun 2017 – Feb 2021

- Led three distributed teams delivering checkout, payments, and customer identity capabilities used by 2.4 million monthly shoppers; facilitated Scrum events and coordinated releases across six dependent services.
- Partnered with Product and Engineering to improve refinement, acceptance criteria, and test automation, raising sprint goal success from 71% to 92% and reducing escaped defects 38%.
- Removed a recurring environment bottleneck by convening Development, Security, and Operations; cut test-environment wait time from five days to less than one and accelerated release frequency from monthly to biweekly.

Scrum Master / Delivery Lead

Chicago, Illinois

CivicWorks Digital

Aug 2013 – May 2017

- Guided two teams modernizing resident-service applications for state and municipal clients, balancing regulatory milestones with iterative delivery and accessible design.
- Facilitated inception workshops, retrospectives, and dependency mapping with client stakeholders; improved on-time milestone delivery from 76% to 94% across a \$6.2M program.
- Established release readiness and risk-review practices that reduced critical production incidents 41% while supporting a move from quarterly to monthly releases.

Business Analyst

Chicago, Illinois

Meridian Health Solutions

Jul 2010 – Jul 2013

- Translated clinical operations needs into prioritized user stories and process improvements for claims and care-management products; helped the team reduce requirements rework 25%.
- Co-facilitated the organization's first Scrum pilot and created stakeholder demos and feedback loops later adopted by four additional teams.

Certifications

SAFe Practice Consultant (SPC), Scaled Agile | Certified Scrum Professional–ScrumMaster (CSP-SM), Scrum Alliance | Professional Scrum Master II (PSM II), Scrum.org | ICAgile Certified Professional–Agile Coaching (ICP-ACC)

Education

Bachelor of Science in Information Systems

Chicago, Illinois

DePaul University

2010