JULIAN MERCER

SCRUM MASTER

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PROFESSIONAL SUMMARY

Scrum Master with 7+ years coaching software teams at Intuit and Adobe on Scrum, flow metrics, and continuous improvement. Removes impediments, sharpens backlog quality, and builds team habits that raise predictability without adding process overhead.

PROFESSIONAL EXPERIENCE

Senior Scrum Master Jan 2023 - Present
Intuit, Mountain View, CA

- Coach three product squads of 24 engineers, improving sprint goal attainment from 68% to 87% over four quarters.
- Introduced cycle-time and work-in-progress metrics in Jira, helping teams cut median story cycle time from nine days to six.
- Redesigned retrospectives with data prompts and tracked actions, raising completed improvement items from 40% to 80%.
- Facilitated cross-team planning for a shared payments release, surfacing 15 dependencies before the first sprint.
- Mentored two new Scrum Masters on facilitation and conflict handling through weekly coaching sessions.
- Coached product owners on backlog refinement and story slicing, reducing average story cycle time by 20%.
- Ran a monthly agile health check across five teams and turned the lowest survey scores into two practical team experiments per quarter.

Scrum Master Jun 2019 - Dec 2022
Adobe, San Jose, CA

- Facilitated planning, standups, reviews, and retrospectives for two teams, sustaining a team health score above 4.0 of 5.
- Worked with product owners on backlog refinement, reducing carryover stories from 28% to 12% per sprint.
- Removed 60+ impediments involving access, environments, and vendor handoffs, typically within two business days.
- Led an agile onboarding workshop for 40 new engineers, shortening time to first merged story by one week.
- Removed cross-team dependencies through a weekly scrum-of-scrums, cutting blocked work items by about 35%.
- Ran an agile fundamentals workshop for 50 colleagues, increasing team survey scores on process clarity from 3.4 to 4.2.
- Started as an acting facilitator for two teams and moved into the full-time Scrum Master role after a year of steady sprint delivery.

CORE SKILLS

Scrum facilitation | Agile coaching | Sprint planning | Retrospectives | Backlog refinement | Flow metrics | Jira | Impediment removal | Dependency management | Team health checks | Conflict resolution | SAFe fundamentals | Product owner partnership | Servant leadership

CERTIFICATIONS

Professional Scrum Master II (PSM II) | SAFe 6 Scrum Master (SSM)

EDUCATION

B.S. in Information Systems, Santa Clara University, Santa Clara, CA