

BERNADETTE AKPEKO

Senior Scrum Master | Agile Delivery Lead | Certified ScrumMaster (CSM)

Remote | Columbus, OH | bakpeko@outlook.com | 614-339-9275 | linkedin.com/in/bernadetteakpekothompson

SUMMARY

Scrum Master and Agile Delivery Lead with 7+ years of work experience, including Scrum Master and delivery leadership for cloud engineering, cloud operations, middleware, Business Intelligence, HyperAutomation, and cybersecurity teams. Certified ScrumMaster (CSM) who facilitates Scrum events, removes impediments, and coaches engineering managers and Product Owners to support self-organization, continuous learning, and continuous improvement. Interprets Agile metrics and reporting, including velocity, cycle time, and sprint predictability, to monitor team progress and builds executive dashboards in Azure DevOps that turn sprint data into actionable insights. Teams I led at Compass Group cut cycle time by 30% and delivered 92% of shared services work on schedule. Coaches fellow Scrum Masters and mentors women moving into Scrum careers through Women in Tech (WIT).

SKILLS

Agile and Scrum: Scrum framework, Scrum events, sprint planning, daily stand-ups, retrospectives, Kanban, Scaled Agile Framework (SAFe), Agile values and principles, backlog management, release planning

Metrics and Reporting: Agile metrics and reporting, velocity, cycle time, sprint performance, sprint predictability, variance analysis, executive dashboards, actionable insights, business intelligence, Power BI

Leadership: stakeholder communication, cross-functional collaboration, coaching and mentoring Scrum Masters, knowledge management, working agreements, prioritization framework, anonymous team health surveys, process improvement, continuous improvement, risk and dependency management, delivery governance, problem solving, decision making

Tools: Azure DevOps, Jira, Confluence, SharePoint, Microsoft Teams, Miro, Mural, Excel, Canva

WORK EXPERIENCE

Scrum Master, Cybersecurity | Huntington | Remote | Jan 2026 - Apr 2026 (Short-Term Contract)

- Led cybersecurity Scrum teams for Security Education and Engagement and for Cybersecurity Strategy, Innovation, and Governance, facilitating sprint planning, daily stand-ups, and retrospectives and achieving a 6% reduction in delivery cycle time.
- Partnered with leadership to improve team workflow visibility by 30% while coaching team members, managing sprint execution, and removing impediments with Scrum and Kanban practices.

Career Break (Family Care Leave) | Mar 2025 - Jan 2026

Agile Delivery Lead, Shared Cloud Services | Compass Group USA | Remote | Sep 2023 - Mar 2025

- Drove Agile delivery for cloud engineering, cloud operations, and middleware teams, running Scrum and Kanban events in Azure DevOps across AWS provisioning, ticket and patch work, and Apache middleware support, which reduced team cycle time by 30%.
- Advised engineering managers on execution discipline and communication, and introduced delivery governance and standardized reporting that improved release visibility and alignment across multiple technology teams.
- Established the team Confluence knowledge base from scratch, with Agile definitions and working agreements, and standardized Azure DevOps work item templates across shared services teams.
- Spearheaded a cross-team effort to define a shared 1 to 4 prioritization matrix, holding working sessions with stakeholders and other teams so a Priority 1 meant the same thing to every team, including Cloud Engineering.
- Conducted anonymous team health surveys in retrospectives so team members who hesitated to speak up could be heard, then took the patterns to leadership to secure additional support and to Product Owners to deprioritize non-urgent work.
- Built executive dashboards in Azure DevOps to track delivery health, sprint velocity, operational risk, dependencies, and team capacity, using velocity trends to show steady sprint-over-sprint progress on continuous shared services work even when the backlog stayed full, and translating Agile metrics into actionable insights that guided leadership prioritization.

- Facilitated on-demand OKR workshops with engineering managers, architects, and internal customers to reprioritize shared services work as needs shifted, cutting delivery time to internal customers by 20%.
- Convened weekly cross-functional syncs with engineering managers, architects, and internal customers in Microsoft Teams, so 92% of shared services deliveries met agreed priorities on schedule.
- Managed dependencies, delivery risks, release planning, and stakeholder communication across five concurrent initiatives, reducing schedule slippage by 20% and improving stakeholder satisfaction by 15%.
- Directed the RHEL 7 End-of-Life migration across five teams, moving 120 servers with zero unplanned downtime.

IT Scrum Master (Delivery Lead) | Leaf Home Solutions | Remote | Jun 2021 - Sep 2023

- Served as Scrum Master for standing teams (manual testing, automated testing/HyperAutomation, Business Intelligence) and project-based application teams across multiple business verticals, using Scrum and Azure DevOps to maintain sprint readiness, healthy backlogs, and release quality.
- Counseled fellow Scrum Masters on Scrum practice, including a peer supporting multiple application development teams.
- Coached Product Owners and restructured team backlogs for the Business Intelligence and HyperAutomation teams, running sprint planning, stand-ups, and retrospectives to reach 98% sprint readiness, 30% fewer backlog defects, and 15% lower backlog item volatility.
- Applied variance analysis to sprint metrics while managing delivery risks, dependencies, release planning, and stakeholder communication across concurrent initiatives, increasing sprint predictability by 25% and improving team transparency.
- Authored the Azure DevOps wiki from scratch for all of my teams, covering Agile definitions and working agreements, and developed onboarding materials and delivery standards using Canva and stakeholder workshops that improved consistency across teams and reduced new-member ramp-up time by 30%.
- Oversaw Agile delivery of a BYOD field application for 100+ installers, replacing a legacy app that caused job delays and inaccurate data and eliminating the need to issue company phones to 1099 contractors, which saved thousands in hardware costs.
- Guided Agile delivery of a multi-phase customer financing and checkout initiative for a core vertical, coordinating development, testing, and business stakeholders and supporting \$500K+ in revenue.

Business Loan Analyst / Scrum Master | SmartBiz | Remote | Apr 2020 - Jun 2021

- Reviewed and verified borrower financial documentation for Paycheck Protection Program (PPP) loan applications against the SBA eligibility checklist, processing 40+ applications daily at 99% accuracy.
- Escalated suspicious and falsified documents through compliance protocols while handling sensitive borrower data.
- Resolved escalated customer chats on review status, denials, and delays, with a 92% escalation-resolution rate.

Loan Analyst | Upstart (Fintech) | Columbus, OH | Jun 2019 - Apr 2020

- Underwrote personal loan applications on a proprietary fintech platform and partnered with technology teams to surface system issues and close operational gaps, supporting regulatory compliance, data integrity, and fraud prevention.

CERTIFICATIONS

Certified ScrumMaster (CSM), Scrum Alliance
 Scaled Agile Framework (SAFe) 5.1 Agilist, Scaled Agile, Inc.
 Lean Six Sigma White Belt, MSI Certified

EDUCATION

Master of Business Administration (MBA), Information Technology Management, Western Governors University
 Bachelor of Arts, International Relations and Diplomacy, The Ohio State University

COMMUNITY SERVICE

Mentor, Women in Tech (WIT) and Informal Mentoring

- Mentored two women through WIT as they moved into Scrum Master careers, including coaching one through Product Owner conflict.
- Supported two other women transitioning into Scrum careers, both of whom were hired into Scrum Master roles.