Eugene Fotsing

Scrum Master

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Profile

Aspiring Scrum Master with hands-on experience supporting Agile teams through internships and self-led projects. Certified PSM II and SAFe 5 practitioner with a technical background in software development and a proactive, servant-leader approach to team facilitation and continuous improvement.

Education

Bachelor of Science , Computer Technology, *Bowie State University*   06/2025

Skills

Programming Language:
Python, SQL, JavaScript, Java, HTML, CSS

Software Tools/Framework:
Oracle, MySQL, Jira, Excel, Word, PowerPoint, Annaconda, Share Point

Certificates

Professional Scrum Master™ II (PSM II)
issued by Scrum.org ⬏

Certified SAFe® 5 Scrum Master
issued by Scale Agile Inc

Certified SAFe® 5 Product Owner/Product Manager

Professional Experience

Scrum Master Intern, *Agile Pinnacle*   05/2021 – 08/2022
- Resolved 50+ Jira support tickets while collaborating with developers and product owners, improving team response time by 30% and reducing incident backlog
- Utilized Jira to track project progress, enhance team collaboration, and prioritize tasks, resulting in a 30% increase in team productivity.
- Collaborated with engineering teams to troubleshoot critical issues, ensuring minimal downtime and improved service reliability.

Software Engineer intern, *Elios Consulting*   05/2021 – 08/2021
- Provided application maintenance support, including debugging and troubleshooting, to ensure software compliance and reduce vulnerabilities by 50%.
- Utilized REST APIs and conducted comprehensive testing with Postman to optimize system integration and improve application performance.
- Participated in sprint planning, stand-ups, and retrospectives using Scrum methodology, contributing to smoother delivery and improved backlog prioritization.

Projects

Web Developer, *Personal Project*
- Developed a static website that features a daily music playlist, a menu display, and an online store for coffee accessories.
- Implemented dynamic content for music playlists based on the day of the week using HTML, CSS, and JavaScript.
- Integrated a simple e-commerce page showcasing coffee accessories for sale, enhancing the user experience with smooth navigation and responsive design.

Languages

- English
- French
- Spanish