

# Maja Bergström

Copenhagen, Denmark

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## Education

IT University of Copenhagen

MSc in Software Development (Design & Engineering)

Sep 2017 – Jun 2019 | Copenhagen, Denmark

University of Copenhagen

BSc in Computer Science

Sep 2014 – Jun 2017 | Copenhagen, Denmark

## Work Experience

Scrum Master / Agile Coach | Ørsted | Aug 2019 - Present | Copenhagen, Denmark

- Facilitated Scrum ceremonies (Sprint Planning, Daily Stand-ups, Sprint Reviews, Retrospectives) for multiple software development teams.
- Coached teams and individuals on Agile principles, practices, and values (Scrum, Kanban).
- Helped teams identify and remove impediments to progress.
- Promoted collaboration between Product Owners, Development Teams, and stakeholders.
- Tracked team progress using Agile metrics (burndown charts, velocity) in JIRA.
- Assisted in improving Agile processes and fostering a culture of continuous improvement.
- Conducted Agile workshops and training sessions.

## Skills

Agile Methodologies: Scrum (Expert), Kanban (Proficient), SAFe (Basic knowledge), Lean Principles

Coaching & Facilitation: Team Coaching, Individual Coaching, Workshop Facilitation, Conflict Resolution, Active Listening

Agile Practices: Servant Leadership, Impediment Removal, Continuous Improvement, Backlog Refinement, User Story Mapping, Agile Metrics

Tools: JIRA, Confluence, Miro/Mural, Trello (Basic)

Technical Background: Understanding of SDLC, Software Development Processes, CI/CD concepts

Other Skills: Communication, Interpersonal Skills, Organizational Skills, Change Management

## **Certificates**

Certified ScrumMaster (CSM)

Advanced Certified ScrumMaster (A-CSM)

Certified Scrum Professional - ScrumMaster (CSP-SM)

Certified LeSS Basics (Large Scale Scrum)

SAFe Agilist (SA)

## **Awards**

Ørsted - Agile Transformation Champion 2022