

# Thu Johnston

CSM, PMI-ACP

949-232-5476 | [thu.johnston@gmail.com](mailto:thu.johnston@gmail.com) | Rancho Santa Margarita, CA 92688

[linkedin.com/in/thujohnston](https://www.linkedin.com/in/thujohnston) | [github.com/tkhj](https://github.com/tkhj)

Certified Scrum Master and Agile Certified Practitioner with 5+ years of scrum master experience, 5+ years agile coaching, and 6+ years project management experience. Servant leader who excels in fostering collaboration, problem-solving, conflict management, and psychological safety within teams.

## EXPERIENCE

*Software Engineer II, RoadVantage*

11/2017 - current

- Promoted from Software Engineer I to Software Engineer II in 5/2022.
- As both developer and team Scrum Master, ensured the multiple delivery of 5 subdomains for internal web portal, enhancing employee workflow and driving revenue growth. Coordinated scrum ceremonies, removed impediments, and managed scrum artifacts in Jira. Facilitated engagement with stakeholders to gather requirements and align project goals to scope and schedule. Assisted Product Owner with writing user stories, defining acceptance criteria for deliverables, and refining product backlog. Established project knowledge in Confluence, including charters, project plans, roadmaps, and technical and end-user documentation.
- As agile Subject Matter Expert (SME), led successful agile transition for a self-organized engineering team of 8, cultivating shared accountability and achieving higher project outcomes. Taught curriculum and workshops on agile methodologies, and coached best practices.
- Optimized team growth and empowerment by supervising the onboarding of 5 developers.
- As the primary Jira Administrator, guided the company's migration to Atlassian, strengthening cross-departmental visibility and reducing change management cycle time. Authored knowledge bases and configured workflows, SLAs, and permissions for 3 Service Desk instances.

*Administrative Specialist, RoadVantage*

1/2016 - 11/2017

- Organized cross-functional initiative to implement OCR software, exceeding project goal of processed contract output by 6% and decreasing data entry time by 38%.
- Analyzed bottlenecks in business processes by conducting audits and generating KPI reports.
- Trained 6 hires and documented Standard Operating Procedures (SOPs).

## SKILLS

- **Agile:** SDLC, continuous improvement, prioritization, estimation, sprint planning, daily scrum, sprint review, sprint demo, retrospective, dependency management, root cause analysis
- **Tools:** Microsoft Office, Atlassian, Asana, Miro, Postman, SQL, API, databases, VS Code

## EDUCATION

*Bachelor of Arts, Psychology*

University of California at Davis

## CERTIFICATIONS

*Agile Certified Practitioner, Project Management Institute*

Credential ID: #2704566 | Issued: 01/2020 | Expires: 01/2026

*Certified ScrumMaster, Scrum Alliance*

Credential ID: #001153587 | Issued: 01/2021 | Expires: 01/2025

## VOLUNTEER EXPERIENCE

*Volunteer Relationship Manager*

Project Management Institute- Orange County

7/2022 - current