Yazid bin Abd Rahim

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SCRUM MASTER ❖ AGILE COACH ❖ PRODUCT DELIVERY LEAD

PROFESSIONAL SUMMARY

Certified Scrum Master, Agile Coach and Product Delivery professional with 8+ years improving Agile delivery, engineering execution and cross-functional coordination across banking, aviation, enterprise technology and government environments. Experienced establishing practical Scrum operating cadences, improving sprint planning and backlog quality, facilitating Agile ceremonies, and managing delivery risks and dependencies to strengthen team accountability and delivery predictability. Works hands-on with Product Owners, engineering teams and business leaders to translate priorities into actionable sprint plans and incremental delivery outcomes — with a track record of improving delivery predictability and alignment by 40% through Agile coaching, Scrum adoption and workflow optimisation.

CORE CAPABILITIES

- Agile Delivery & Facilitation: Scrum Operating Cadence, Sprint Planning, Daily Scrum, Backlog Refinement, Sprint Reviews, Retrospectives, Delivery Reviews, Continuous Improvement
- Product & Backlog Management: Backlog Management & Hygiene, User Stories, Acceptance Criteria, Prioritisation & Estimation, Roadmap & Release Planning, Definition of Done
- Execution & Risk Management: Risk & Dependency Management, Impediment Management, Scope Management, Cross-Team Coordination, Delivery Metrics, Capacity & Delivery Planning
- Agile Coaching & Leadership: Agile & Scrum Coaching, Product Owner Coaching, Servant Leadership, Agile Maturity Assessment, Facilitation, Organisational Change

PROFESSIONAL EXPERIENCE

Booking.com *October 2026 – December 2026*

Agile Coach — Fixed-term contract (3 months)

- Agile Coach in the Agile@Booking transformation programme, embedding baseline agile training into day-to-day team practice through focused 12-week coaching engagements.
- Partner with teams and their leadership to define current and target conditions, agree measures of success, and track progress from a baseline.
- Work alongside trainers and fellow coaches so that training delivery and in-team coaching stay aligned.

ESRI Singapore *September 2024 – August 2026*

Business Analyst / Scrum Master — Services

- Served as Product Owner, Business Analyst and Scrum Master across enterprise and government transformation programmes, connecting business priorities, customer requirements and technical delivery across cross-functional teams.
- Established and facilitated the team's Agile operating cadence — Sprint Planning, Daily Scrum, Backlog Refinement, Sprint Reviews and Retrospectives — while managing delivery risks, dependencies and stakeholder expectations across multiple concurrent client engagements.
- Owned and shaped delivery backlogs by translating complex business and operational requirements into clearly defined user stories, acceptance criteria and incremental delivery outcomes.
- Assessed team maturity and delivery constraints and introduced targeted improvements that increased sprint predictability and delivery alignment by 40%.
- Partnered with Account and Pre-Sales teams to define project scope and delivery requirements, reducing client onboarding time by 10% and contributing to a 15% increase in account expansion pipeline.

Citibank *June 2022 – October 2023*

Agile Coach / Scrum Master — Regional / Singapore Digital Sales & Marketing

- Coached cross-functional Agile teams across three markets within a highly regulated banking environment, improving collaboration, transparency and delivery effectiveness across business, technology and marketing functions.
- Facilitated Sprint Planning, Daily Scrum, retrospectives, stakeholder workshops and cross-functional planning sessions, guiding Product Owners on backlog management, prioritisation and incremental value delivery.

- Implemented standardised Jira and Confluence workflows and reporting practices that improved operational reporting consistency by 30%.
- Delivered Project Staro, a workflow and process optimisation initiative that cut ticket processing time from five days to three.

DBS Bank *December 2021 – May 2022*

Agile Coach / Scrum Master — Cloud Engineering Services

- Coached three cloud engineering teams through Agile transformation, improving delivery efficiency by 10% and strengthening cross-team collaboration.
- Assessed Agile maturity with Engineering Managers to define target ways of working, coaching objectives and measurable improvement outcomes.
- Managed cloud service delivery activities including planning, risk management and change prioritisation, advising senior stakeholders on cloud strategy adoption.

NCS Group *June 2021 – December 2021*

Quality Analyst — Pega Systems

- Executed end-to-end testing and quality assurance strategies for enterprise applications, improving defect detection rates by 4% and reducing defect resolution time by 5% through closer collaboration with developers and delivery teams.
- Supported Agile delivery through defect triage, sprint collaboration and release readiness activities, and developed quality tracking processes to provide visibility of delivery and quality performance.

Singapore Airlines *June 2014 – June 2021*

Agile Product Owner — Internet Check-in, Mishandled Baggage, Mobile Lounge Access, Mobile Check-in

- Progressed through multiple product and operational roles supporting mission-critical, passenger-facing digital and airport services in a highly regulated aviation environment.
- Led Agile product delivery across multiple digital products supporting more than 3 million global users, owning product backlogs, sprint priorities and stakeholder expectations across engineering, airport operations and business teams.
- Used customer feedback and operational data to drive iterative product improvements, applying Agile principles to optimise digital customer journeys and increase customer adoption by 5%.

CERTIFICATIONS & EDUCATION

- Certifications: Certified Scrum Master (CSM), Google Project Management Certificate
- Education: Diploma in Tourism and Resort Management, Ngee Ann Polytechnic (2009)

TOOLS & TECHNOLOGY

Jira, Confluence, Azure DevOps, Git, SQL, Power BI, Miro, Excel, KPI Dashboards, Pega, Cloud Engineering Environments, Web Applications, HTML, CSS