



<https://excelnearshore.com/job/scrum-master/>

## Scrum Master

### Description

**Excel Nearshore** is seeking an experienced **Scrum Master** to empower teams, streamline processes, and implement Agile best practices to drive high performance and collaboration. In this role, you will guide product teams through coaching, education, and continuous support to ensure they adopt and excel in an Agile way of working.

The ideal candidate will embody our organizational values by striving to exceed customer expectations, inspiring and motivating others, embracing bold innovation and creative thinking, taking ownership of responsibilities and outcomes, and maintaining a clear focus on priorities that drive success. As a Scrum Master, you will report to the PMO/BPO Manager and collaborate with a wide range of stakeholders, including the Product Owner, Business Analyst, PMO/ATO, BU Leadership and stakeholders, Digital Capabilities & EAO, Data & Analytics, Core Capabilities, Infrastructure & Operations, Cybersecurity & Privacy, Vendors, and Finance.

### Responsibilities

#### Individual responsibilities:

- **Setup product/platform team for successful delivery of business value during activation:**
  - Support and coach Agile way of working to team(s) in partnership with Agile Coach.
  - Facilitate and align in creating the Team Working Agreement.
  - Facilitate and align on Definition of Ready and Definition of Done.
  - Setup Scrum Events based on the aligned Scrum Cadences.
  - Facilitate Sprint Readiness activities such as Tools Setup, Environment setup, Testing Framework, Release Strategy.
  - Setup Scrum of Scrums (SoS) cadences (as needed) and dependency management.
- **Support and guide the team delivery excellence during execution (refine, develop, release):**
  - Facilitate Quarterly Product Planning (QPP), Scrum Events, and other Agile practices (as needed).
  - Support impediment resolution, sprint reviews, program review and Quarterly Business Review (QBR).
  - Support Capacity Planning, Resource Changes, Financial Tracking and Time Reporting.
  - Provide coaching support for adherence to Definition of Ready (DoR) and Definition of Done (DoD) at Sprint and Release level.
  - Partner with Agile coaches to perform Agile Maturity Assessment and coach the team appropriately based on maturity level.
  - Utilize metrics to measure outcome and continuously improve to become high performing team.
  - Facilitate the team to create high value increments focusing on meeting the Definition of Done (DoD).

### Hiring organization

Excel Nearshore

### Employment Type

Full-time

### Beginning of employment

ASAP

### Duration of employment

Indefinite

### Industry

E-Commerce

### Job Location

Costa Rica

Remote work from: Costa Rica

### Date posted

December 16, 2025

- Escalate when any of the Sprint readiness criteria is compromised.

**Shared responsibilities:**

- Align on Sprint readiness to enable Agile way of working (ATO and/or Delivery IT Teams)
- Support Scrum or Kanban Training as change agents along with Agile Coach (ATO, Product Owner and/or Delivery IT Teams)
- Support Quarterly Product Planning (QPP) during Team Breakout session for identifying dependencies (BPO, ATO, Product Owner, and/or Delivery IT Teams)
- Support Quarterly Business Review (QBR) with sharing necessary financial details to Product Owner (BPO, ATO, Product Owner).
- Support release activities for smooth transition to the Production Support team (Release Manager, Product Owner and/or Delivery IT Teams).

**Qualifications**

- Bachelor's degree in Information Technology, Industrial Engineering, Business Administration or a related field.
- Certified Scrum Master (CSM) or equivalent certification is required.
- 5+ years' experience working as a Scrum Master.
- Team leading experience is highly desirable.
- In-depth understanding of agile methodologies, particularly Scrum, and experience in applying them in software development projects.
- Competencies of Business Acumen, Domain knowledge, Stakeholder Management and Design Thinking.
- Proven experience in incident management, preferably in a fast-paced and dynamic environment.
- Knowledge of IT Project management would be a plus.
- Have an analytical mindset being able to determine trends by looking at data.
- Provide objective, fact-based counsel.
- Logical and value-driven, with strong problem-solving, communication, and collaboration skills.

**Contacts**

**Aarón Acuña Cordero | Human Talent Director**

+506 8872-0981