

Toolie[®] Merchant

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Career Biography – Toolie Merchant

Professional Summary

Toolie Merchant is an accomplished Agile Coach, Senior Scrum Master, and Technical Project Manager with over 15 years of experience guiding enterprise organizations through complex Agile transformations, program delivery, and cultural change initiatives. Known for her ability to align strategy with execution, she has led high-impact programs for global enterprises, coached executives and cross-functional teams, and delivered measurable business outcomes across software, healthcare, aviation, and logistics sectors.

Career Journey & Expertise

Toolie began her career in technology program management, where she quickly established a reputation for bridging business and technical objectives. At Microsoft, she directed the global Application Compatibility Program during the Windows 2000 rollout, enabling the migration of over 1M enterprise licenses and generating \$50M+ in new revenue within 10 months.

Her journey evolved into Agile leadership and coaching, where she became a trusted partner to Fortune 500 CIOs and IT leaders, guiding them through Agile roadmaps, scaled delivery adoption, and executive-level decision-making. She has delivered Train-the-Trainer programs and executive workshops impacting more than 10,000 IT professionals worldwide, ensuring scalable knowledge transfer and sustainable transformation.

Core Strengths

- **Agile Coaching & Leadership:** Skilled in SAFe, Scrum, Kanban, and LeSS with a track record of improving delivery speed, predictability, and team engagement.
- **Enterprise Program Delivery:** Proven success managing multimillion-dollar initiatives, aligning cross-functional teams, and delivering measurable ROI.
- **Executive Engagement:** Adept at coaching C-level leaders, establishing KPIs, and securing stakeholder buy-in.
- **Change Management:** Expertise in designing cultural adoption frameworks that accelerate organizational agility.

Professional Impact

Toolie's leadership is defined by her ability to influence cultural change, accelerate delivery pipelines, and scale Agile adoption globally. She consistently demonstrates how strong program leadership, coupled with executive coaching, can reduce cycle times, improve collaboration, and deliver business agility in fast-changing environments.

Brand Promise

As an Agile transformation leader and executive coach, Toolie Merchant delivers more than process improvement; she enables organizations to achieve sustainable agility, measurable business outcomes, and long-term competitive advantage.