

# Toolie<sup>®</sup> Merchant

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## Statement of Purpose - Toolie Merchant

Throughout my career, I have dedicated myself to leading transformative Agile initiatives that empower teams, deliver measurable business value, and restore efficiency to its rightful place through people. I believe that Agile is not just a framework for managing work; it is a leadership philosophy that prioritizes collaboration, transparency, and continuous improvement. My professional purpose is to guide organizations through Agile transformations that create sustainable cultural change, unlock innovation, and produce outcomes that scale.

Over the course of my career, I have led large-scale programs for global technology organizations, including Microsoft, where I orchestrated enterprise-wide initiatives that impacted millions of users. I have personally delivered over 350 technical talks in 24 countries, coached teams and executives in Agile best practices, and designed systems that increased user engagement from 72% to 94% in non-profit sectors.

My leadership is rooted in aligning cross-functional teams, removing friction between departments, and creating communication systems that mitigate risk and accelerate delivery. Whether I'm coaching teams, building Agile practices from the ground up, or crafting executive-level reporting metrics, my focus remains the same: to empower people and drive meaningful, lasting change.

As I continue advancing my career, I am seeking senior leadership roles such as Enterprise Agile Coach, Director of Agile Transformation, or Head of Agile Practice, where I can leverage my expertise to help organizations not only adopt Agile methodologies but fully realize their strategic potential. I am committed to bringing the original intent of Agile back to the forefront ensuring that teams are not just delivering incrementally, but growing, learning, and thriving in the process.