

# Toolie<sup>®</sup> Merchant

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## Recommendation for Toolie Merchant - Jackie Kmetz

To Whom It May Concern,

I am delighted to recommend Toolie Merchant, an accomplished Agile leader and enterprise transformation specialist with a robust history of guiding Agile adoption, Scrum team leadership, and digital enablement initiatives.

I had the privilege of working with Toolie in 2013 at SpaceCurve, an early innovator in real-time data streaming technologies. In this fast-paced Agile/Scrum environment, Toolie led critical initiatives in technical communications, developer onboarding, and stakeholder engagement for our 20-person engineering team. She built an internal developer enablement platform, produced scalable training resources, and collaborated directly with technology partners to enhance product adoption and user success.

A key contributor to our go-to-market and cloud migration strategies, Toolie advised expanding from on-premise Linux deployment to cloud-based AWS infrastructure, accelerating our ability to scale operations and deliver customer value faster. She also successfully coordinated joint partnerships with AWS and Microsoft for our beta launch—demonstrating her strength in strategic collaboration, vendor management, and cross-functional leadership.

Since that time, Toolie has evolved into a high-impact Senior Scrum Master, Product Owner, and Enterprise Agile Coach, working with industry leaders such as Alaska Airlines and Starbucks. Her expertise spans Scrum, Kanban, SAFe, Agile scaling, DevOps integration, and Agile product delivery, combined with a strong foundation in technical fluency and stakeholder facilitation. She fosters psychological safety, mentorship, and team empowerment, helping Agile teams overcome obstacles and achieve continuous delivery excellence.

Toolie is a transformational change agent who drives both Agile maturity growth and cultural evolution, making her an exceptional candidate for roles such as Enterprise Agile Coach, Director of Agile Transformation, or Senior Scrum Leadership positions. I recommend her with complete confidence.

Sincerely,

Jackie Kmetz  
Bellevue, WA