

Toolie[®] Merchant

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Recommendation Letter for Toolie Merchant - Kevin Madden

To Whom It May Concern,

I am pleased to provide this recommendation for Toolie Merchant, a transformational Agile leader and cross-functional team coach with whom I had the privilege of working during a complex, multi-regional web consolidation project at Providence St. Joseph Health (PSJH).

In her role, Toolie demonstrated exceptional leadership in Agile project management, guiding a diverse group of professionals through high-stakes delivery cycles. She successfully implemented a Scrum-based workflow, fostering team alignment, accelerating backlog prioritization, and ensuring sprint goals were consistently met. Toolie's ability to create collaborative cohesion between stakeholders, developers, and product owners was critical to the project's success.

What sets Toolie apart is her proactive risk management and operational foresight. During pivotal moments when the project faced potential roadblocks, Toolie had already anticipated scenarios and had documentation, reporting, and actionable data in place. Her expertise in Agile metrics, sprint retrospectives, and stakeholder reporting dashboards enabled clean resolutions and prevented project stagnation. Her skill in using tools like Jira, Azure DevOps, and cross-team communication strategies kept the project moving forward with precision.

Without Toolie's Agile coaching, strategic foresight, and servant-leadership approach, this initiative would not have achieved the seamless progress it did. Her leadership not only delivered business outcomes but also fostered a culture of psychological safety and continuous improvement within the team. She embodies the best practices of modern Agile transformation and is a valuable asset for any organization looking to scale Agile methodologies at the enterprise level.

I would welcome the chance to work with Toolie again and recommend her without hesitation for any Enterprise Agile Coach, Director of Agile Transformation, or Head of Agile Practice role.

Sincerely,

Kevin Madden
Director of Search Marketing
Providence St. Joseph Health