



**Anand Yadav**

Agile Coach & Principal Product Owner seeking roles in IT Program Management, Project Management, Product Management, Agile Methodology, Software Development, Requirement Gathering, Business Analysis, Application Support, ServiceNow, Scrum Master, SAFe, SDLC

Current Designation: Agile Coach & Product Owner - ServiceNo

Current Company: SoftwareONE

Current Location: Gurgaon

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Mumbai

Functional Area: IT Software - Application Programming / Maintenance

Role: Program Mgr

Industry: IT-Software/Software Services

Marital Status: Divorced

Key Skills: Agile Coach & Principal Product Owner, Program Manager, IT Program Management, Project Management, Product Management, Agile Methodology, Software Development, Requirement Gathering, Business Analysis, Application Support, ServiceNow, Scrum Master, SAFe, SDLC

Verified : Phone Number | Email - id

Total Experience: 17 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: B.B.A/ B.MS [Management]

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

[Jump to Section](#)

[Work Experience](#) | [Education](#) | [IT Skills](#) |

## Summary

A competent professional offering 17 years of work experience in IT Planning and Business Technology Roadmap on Agile approaches.

IT Leader with expertise in managing complex engagements and driving continuous improvements through innovative approaches  
Orchestrated E2E product ownership from spearheading strategy formulation to driving teams for development and product maintenance  
Led a team of Product Owners, Project Managers, Software Engineers & Developers  
Attained 2018 Employee of the Year Award, selected amongst top 150 employees for coveted Presidents Club Award  
People's Leader with drive to coach and mentor high performing teams with clearly outlined vision, goals, focus on outcomes and an open and inclusive decision-making process  
Drove multiple large Agile programs including digital transformation and data migration using Cloud based platforms such as ServiceNow, capability development, business expansion and sales enablement

## Work Experience

**SoftwareONE** as Agile Coach & Product Owner - ServiceNo  
Jun 2015 to Till Date

### Key Result Areas:

Spearheading a large team as a Principal Product Owner for ServiceNow & Head of Project Management Office for IT Competence Center; managing IT's Agile Transformation journey  
Training & mentoring teams, Scrum Masters, Business Analysts, Managers and Executives on Agile values and principles  
Promoting continuous improvement (over 20% improvement in Release Frequency in 2019-20)  
Devising roadmap, strategy and technology thought leadership for Enterprise Digital Solutions  
Leading the product development for IT Service Management and IT Business Management Product Suites  
Acting as stakeholder of specific product backlog items, working closely with development teams to ensure the output to be aligned with expectations  
Providing a business perspective on value during day-to-day development  
Driving & prioritizing the iteration, conducting acceptance testing and delivery of iteration  
Working with a diverse set of vendors & partners to track, manage, and resolve technical issues

### Highlights:

Provided thought leadership to the team on implementation process and encouraged workers and leadership to embrace the Agile Process, Principles & Practices  
Facilitated Agile introduction by evolving an employee education approach, fostering teams & the culture  
Ensured sustainment of Agile methodologies and drove Agile Improvement Projects  
Developed Agile Teams to ensure effective outcomes for the organization; mentored Scrum Masters, Product Owners,



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Kanban Leads to develop tuture Agile Change Leaders  
Led implementation of the Scrum Methodology to add value to the deliverables  
Championed the cultural change and collaborated with other Coaches on plans and techniques for accelerating and advancing the organization's transformation

■ **Telenor** as Manager Project Management  
Feb 2014 to Jun 2015

Highlights:  
Played a keyrole in managing, directing & prioritizing CRM Roll Out for Telenor across 7 circles for about 20 Lakh customers  
Spearheaded the launch of Contact Center set-up at across 7 locations & 1200 seats  
Launched, managed, monitored & evaluated the Dynamic IVR set-up designed by One97 technology

■ **Tata Teleservices Ltd** as Deputy Manager  
Oct 2012 to Feb 2014

Highlights:  
SPOC for planning and development of the Complaint Management and Contact Centre  
Acted as Invoicing and Provisioning Lead for the circle for managing the Contact Centre costs

[^ Back to Top](#)

Education

UG: **B.B.A/ B.M.S (Management)** from **ICFAI UNIVERSITY** in 2016

Other Qualifications/Certifications/Programs:  
Scrum Product Owner (CSPO)  
Scrum Master  
ScrumMaster (A-CSM)  
Certified SAFe® Agilist (SA) -  
Scrum Professional (CSP)  
SAFe® 5 Product Owner/Product Manager (POPM) -  
Certified Professional - Devops Foundation

[^ Back to Top](#)

IT Skills

| Skill Name                 | Version | Last Used | Experience |
|----------------------------|---------|-----------|------------|
| Agile Methodologies, Scrum |         |           |            |
| ServiceNow                 |         |           |            |

[^ Back to Top](#)

Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English  |             |      |       |       |

[^ Back to Top](#)

Affirmative Action

Category: General  
Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary  
Employment Status: Full Time, Part Time

[^ Back to Top](#)