CARSTEN LAABER

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TECHNICAL PROGRAM MANAGER, PROJECT MANAGER, LEADER, & AGILE COACH

Creative and results-focused Agile Coach, Facilitator, and Technical Leader, with 15+ years of experience in project management, product development and launch, and program management in rapidly growing environments within the US and globally. Proven history of developing and executing strategies that align with business objectives, resulting in business process improvements, cost savings, increased productivity, and a high level of customer experience. Goal-driven and collaborative leader, with proven success in creating buy-in, relationship building, and developing effective and high-performing teams.

CORE COMPETENCIES

Strategic Planning | Team & Talent Management | Project Management | Cross-Functional Team Leadership
Program Management | Change Management | Organizational Transformation | Budget Management
Process Improvement | Quality Assurance | Agile Coaching | Agile Methodologies | Continuous Integration (CI)
Product, Platform, and R&D Software Development) | Bootstrapping Teams | Vendor Management
Test-Driven Development (TDD) | Test Automation | AWS | SAFe | SPC4 | Jira | Confluence | Trello
CA Agile Central | MS Project | MS Office | Bilingual in German & English | Critical Thinking | Conflict Resolution

KEY ACHIEVEMENTS

✔ Key team member in transitioning Spotify from data centers to Google Cloud Platform (GCP), which resulted in removing dependency on hardware, reduced costs, and creating time savings during a period of high growth
✔ Increased release cadence from 2 releases in 2016 to 35 releases within 15 months
✔ Significantly grew Engineering team and aligned team to provide a significant focus, which increased productivity and efficiency
✔ Established on-boarding schedule for Engineering and QA, successfully reducing on-boarding time from 4 weeks to 2 days through improved education and technology
✔ Awarded client award for extraordinary service and project execution

PROFESSIONAL EXPERIENCE

Red Hat | July 2019 – Present
MANAGER SOFTWARE ENGINEERING

● Manages daily operation and strategy of Continuous Container Delivery Service, overseeing, mentoring, and coaching a high-performing team 7 staff to exceed organizational goals
● Utilizes JIRA for planning and managing multiple projects simultaneously, successfully meeting timelines, budget, and deliverables
● Leads cross-functional teams, effectively collaborating, communicating, and mentoring teams to drive strategic direction, resulting in process improvements, cost reduction, and high customer satisfaction

Other roles with Red Hat:
PRINCIPAL AGILE PRACTITIONER

Schedulicity | March 2017 – January 2019
DIRECTOR OF ENGINEERING – SENIOR AGILE COACH/RTE

● Directed Agile transformation and department strategy, with oversight of hiring, onboarding, training, and performance management for a team of 7 Engineers
● Responsible for training and coaching Product Owners, Software Engineers, QA, and senior management to understand and embrace an agile working environment and lean practices
● Significantly increased releases from 2 to 35 during tenure and was instrumental in getting $40M in funding

- Focused teams to release value more often and to focus on outcome vs output through the adoption of Scrum
- Introduced TDD through motivating team members and raising awareness around code quality
- Increased project visibility across departments through the use of information radiators
- Introduced and facilitated quarterly planning (PI planning) with all of Product Development and Marketing
- Used games to further solidify agile principles, such as the "Ball Point Game" and "Elephant Carpaccio"
- Facilitated migration to AWS
- Raised awareness to manage tech debt, increase performance, and improve quality

CA Technologies │ March 2016 – March 2017
PRINCIPAL AGILE CONSULTANT

- Conducted Program and Team Level coaching and Agile assessments with Business Owners and Program Management
- Coached and trained the RTE on role, responsibilities, and best practices within the SAFe framework, PI Readiness, and facilitated Scrum of Scrums
- Defined roles and responsibilities with Program Management, Product Management, and RTE to gain greater alignment and collaboration
- Taught SAFe to a distributed team in Brazil and USA

Spotify │ January 2015 – March 2016
AGILE COACH

- Agile Coach for 3 Infrastructure and Operations (I/O) product teams, including the Network Team, which handled all the needs of the managed data centers, the Procurement Team, and the Program Team
- Served on the Program Team for large infrastructure initiative, which included 18 development teams, and was successful in moving Spotify out of their managed data centers into the Google Cloud Platform (GCP)
- Increased department wide project visibility through visual roadmaps and demo sessions
- Member of Service Availability Leadership team with a mission to increase productivity, reduce tech debt, and to foster collaboration with non-tribal squads
- Implemented weekly metrics, which reduced weekly incidents and increased organizational visibility to track and measure the number of incident resolutions, which ultimately resulted in a decrease of tech debt
- Collaborated with and coached agile best practices to Engineers, Product Owners, and Product Area Leads to improve efficiency and productivity, ensuring alignment to achieve critical project milestones
- Hired Agile Coaches and facilitated department wide training sessions to foster learning and collaboration
- Facilitated retrospectives, Scrum of Scrums, planning meetings, and workshops

Workiva │ January 2012 – December 2014
AGILE LEAD

- Provided leadership, training, and coaching to multiple development teams on best agile practices tailored to the individual needs of the team
- Managed a team of 5 Scrum Masters, with responsibility for defining job duties, hiring, coaching, goal setting, and performance management
- Agile Lead for mobile products, focused on new HTML viewer for native OS, with overall responsibility for project planning and deliverables
- Provided visibility into team impediments/risks, communicated to stakeholders, and enhanced visibility to alleviate delay in product delivery
- Established effective communication channels (Scrum of Scrums) to drive consistency and collaboration across the organization
- Encouraged teams to self-organize to boost efficiency and coordination
- Worked with stakeholders / product owners to prioritize the product backlog
- Helped product owners to write concise user stories that convey a clear message to the team
- Motivated the team to increase efficiency and productivity through consistent use of metrics

- Led successful implementation of semantic rules to further improve SEC filing quality as part of the XBRL validation engine
- Completed implementation of new open source XBRL validation, which further improve accuracy of filings and performance and resulted in large cost savings by completely removing 3rd party dependency
- Implemented new validation dashboard to provide deep data analysis

Other roles with Workiva:
SCRUM MASTER/DELIVERY MASTER
PRODUCT MANAGER

Zoot Enterprises | July 2006 – September 2011
PROJECT MANAGER

- Promoted to Project Manager to manage projects for Zoot's 2nd largest client
- Created geo-targeted email credit card application system for major retail client to use as a tool for boosting new card sign-ups
- Improved POS credit card platform to offer debit cards, which increased financial services revenue by 30%
- Moved company to new software platform, which reduced production install time, reduced system-wide maintenance, and enhanced inter-departmental communications
- Spearheaded and executed new methodology for testing core technology

Other roles with Zoot Enterprises:
QUALITY ASSURANCE ANALYST

EARLY CAREER EXPERIENCE
PRODUCT MANAGER | SER Solutions GmbH

EDUCATION
BACHELOR OF ARTS IN ENGLISH | Montana State University
MASTER CERTIFICATE IN PROJECT MANAGEMENT | Villanova University

CERTIFICATIONS
CERTIFIED SCRUM MASTER | Scrum Alliance
CERTIFIED AGILE TEAM COACH | ICAgile
CERTIFIED AGILE FACILITATOR | ICAgile
CERTIFIED SAFE PROGRAM CONSULTANT | Scaled Agile
CERTIFIED SAFE RELEASE TRAIN ENGINEER | Scaled Agile