Narmeen Kapadia

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RELEASE TRAIN ENGINEER / SENIOR PROGRAM MANAGER

Dynamic leader with over a decade of experience in Agile methodologies, program management, and servant leadership. Expertise in navigating projects within the information technology, implementation, and enterprise data spaces with a focus on transparent delivery timelines. Skilled in building collaborative partnerships and fostering continuous improvement. Dedicated to promoting Agile values, principles, and practices to achieve business outcomes. Authentic, positive, and people-focused leader, known for her empathetic spirit, with strong facilitation, analytical, and interpersonal skills.

AREAS OF EXPERTISE

Agile Methodologies, Scrum, Release Train Management, Servant Leadership, Stakeholder Engagement, Design Thinking, Strategy and Planning, SAFe Methodologies, Program Management, Project Management, Dependency Management, Risk Mitigation, Team Building and Mentorship, Coaching, Communications, Change Management, Presentation and Public Speaking, Data Analysis

SKILLS

JIRA, Miro, Kendis, Miro, Teams, Slack, Azure DevOps, Trello, MURAL, Microsoft Office Products (including Visio, Access, Whiteboard, SQL Server, Teams, Planner, Excel), LucidChart, Asana, Balsamiq, Toad for Oracle, WordPress, Mailchimp

EXPERIENCE

GM Financial – **Remote**   **June 2022 to Present**
Release Train Engineer
- Orchestrated and executed nine PI Planning events for up to 12 teams, ensuring clear alignment with quarterly outcomes and stakeholder expectations. This includes scheduling, clear definition of inputs and outputs for each section of event, team building activities, managing budgetary restrictions, cost center considerations, and purchase requests, and facilitating Pre- and Post-PI Planning events by partnering and collaborating with 20+ IT and Business Leaders (in person and remote)
- Brought back Inspect and Adapt activities that foster an environment of relentless improvement and continuous learning: spearheading and coordinating inputs for successful execution of Hackathons, Scrum Refreshers, Tabletop Exercises, System Demos, and several other workshops and trainings
- Partner with, collaborate with, and coach leaders, teams, and Scrum Masters in Agile mindsets and practices to improve psychological safety, business and IT alignment, and help champion and manage change adoption.
- Track and make visible progress (and blockers of progress) towards execution of features; help manage risks, dependencies, impediments, and unplanned work by running periodic synchronization events

Senior Scrum Master
- Coached Scrum Team of developers and Product Owner on Scrum and Agile methodologies that resulted in an increase of predictability from ~50% to consistently 95%
- Built relationships across IT and the business by championing communication, collaboration, and transparency

Curantis Solutions – Remote   **January 2021 – June 2022**
Chief Scrum Master and Agile Coach
Responsible for overseeing the execution of the product goals by providing coaching and leadership for scrum teams.
- Drive and direct Program for Healthcare Billing and Back Office Software Solution facilitating the guidance of team members through the architecture, development, and product processes from definition to design to story mapping; management approach improved transparency, organization, and communication for all stakeholders
- Organize and facilitate all sprint cadences (planning, demos, refinements, retrospectives, standups) for teams including large-scale planning events (Program Increment (PI) Planning)
- Serve the product owner and product team by developing and socializing multiple process improvements and unique strategies to approach work increasing clarity, confidence, and efficiency across teams
- Serve as the company's subject matter expert in Kendis, design thinking, MIRO, Jira, data-driven reporting

Accenture – Houston, TX   **September 2019 – September 2020**
Agile Innovation Design Consultant
Planned and facilitated design thinking workshops for clients across industries.
- Leveraged design thinking strategies and MURAL expertise to analyze current state, brainstorm new opportunities, and drive sale of work for clients in FY21 aligning with organizational objectives.
- Results: Drove growth, innovation, and action planning for relationship development with clients; engaged 100+ participants virtually through storytelling, ideation, and planning activities.

Change Management Practitioner, Communications Lead
Led communications workstream for the implementation of new governance model within the organization's Project Management Office (PMO).
- Developed stakeholder analysis to map out and establish key individuals impacted by the new model.
- Built communication strategy, leveraging industry standards and methodologies, to ensure successful planning of content and alignment to overall change management plan.
- Designed, delivered, and managed targeted change communications by segments across the PMO by working collaboratively with stakeholders including subject matter experts, client leadership, and project team.
- Results: Successfully defined and executed communications across multiple channels engaging all impacted stakeholder groups.

Change Management Practitioner, Product Strategist
Enabled workforce by developing playbooks, facilitating design thinking activities, and supporting data visualization efforts.
- Delivered minimum viable products each week and iterated based on client feedback.
- Designed and advised on Microsoft PowerBI dashboard prototypes for capacity planning and onboarding.
- Results: Provided data-minded, analytical, and creative support for HR brainstorming and development effort.

Sense Corp – Austin, TX   **March 2017 – October 2018**
Product Owner, Team Lead
Responsible for leading stalled initiative to stand-up Data Governance (DG) program to support ongoing Master Data Management effort.
- Created program-development strategy with client's IT Director which included defining deliverables, timelines, and resource allocations. Drafted meetings toolkit for IT Director's DG council meetings.
- Owned and managed user stories in JIRA backlog to support current and future sprints.
- Provided support, guidance, and review throughout execution of stories to support Scrum/Agile framework; organized team-building events to motivate and inspire a one-team, collaborative culture.
- Results: IT Director embraced new role as DG Director, championing DG for the organization, and taking genuine initiative to manage DG responsibilities and build relationships across verticals within the company.

Change Consultant, Product Analyst
Developed client's product rollout strategy to support the business intelligence (BI) tool's transition to larger organization.
- Conducted 10+ cross-functional stakeholder interviews and designed workflows for conversion into comprehensive training guide for leaders across client's finance, analytics, and technology groups.
- Led several kick-off presentations; transitioned process ownership to client by employing coaching methods.
- Results: Defined user-friendly plan for clients to sustainably manage the product's issue escalation process.

Project Manager, Product Lead
Led team to define and execute analysis effort for over 100 million sales transactions during data warehouse development.
- Successfully generated daily reports for client executives, achieved automation of 600+ test cases, and efficiently collected and produced test results by re-architecting the entire testing infrastructure in MS SQL Server.
- Facilitated executive-level demonstrations on robust, custom testing tool and trained, managed, and mentored clients on technical best practices of effectively managing and testing data within data warehouse and BI solution.
- Managed post-user acceptance testing by collaborating with MicroStrategy report developers, data warehouse development team, and clients on definition and resolution of priority defects.
- Results: Successful data warehouse implementation for client and education of testing best practices at Sense Corp.

PricewaterhouseCoopers – Dallas, TX   **July 2013 – March 2017**
Senior Associate
- Served as technology implementation and production lead for 25+ clients.
- Led and trained 20+ team members on data reconciliation development, database structure and query language, overall SQL logic-writing and data analysis approaches, and proper client communication.
- Managed teams and analyzed large enterprise datasets (up to $300 billion in assets) and worked closely with client personnel and executives to ensure data integrity and accuracy for tax compliance reporting.

LEADERSHIP, VOLUNTEER, AND EXTRACURRICULARS

Aga Khan Foundation   **August 2023 – Present**
Technical Program Manager for the Family Development Program
The Family Development Program is a non-profit website and mobile application built for third-world countries within the community to help vulnerable people and communities work through socio-economic challenges
- Restarted stalled development program by driving strategic backlog sessions with program leaders and introducing Jira and the Scrum framework to team of product owners and engineers
- Identified 8 strategic initiatives and accomplished 2 strategic initiatives since joining the program

Jubilee Monuments Corporation – USA   **August 2021 – August 2023**
Director of Marketing and Data Analytics for The Camp Mosaic Project
The Camp Mosaic Project has 900 local and national volunteers serving 1,600-2,000 students nationwide.
- Oversaw all aspects of technology, data and analytics, finance, and marketing by identifying pain points and developing and implementing strategic plans
- Managed four teams by driving collaboration and providing support and mentorship for activities including artifact development (e.g. communications plan, process flows, requirements documents, etc.)
- Spearheaded user-centric website redesign from use case identification to requirements analysis
- Developed annual plans for the management and coordination of marketing campaigns

Aga Khan Council for USA   **August 2021 – January 2022**
Program Consultant for Women R.I.S.E.
Women R.I.S.E. is a women empowerment program that seeks to increase women's confidence in multiple areas of life
- Responsible for understanding the project needs, establishing guidelines and deadlines; leadership style and project management approach increased productivity and team output by 50%.

Jubilee Monuments Corporation – USA   **March 2021 – October 2021**
Regional Project Manager for The Camp Mosaic Project
- Led and oversaw the project from planning, marketing, content development, logistics to the actual camp delivery.
- Managed and coached 40+ volunteers responsible for executing a week-long summer camp for 60+ participants.
- Prepared, conducted, and supported content and logistics trainings to ensure counselors and staff had the tools and skills necessary to guide camp participants.

Ismaili Professional Network – USA   **July 2020 – January 2021**
Scrum Master and Agile Coach
- Coach and influence team members and stakeholders through effective planning and communication to provide clarity on the product vision and success in achieving individual roles.
- Guide teams through agile techniques, fine-tuning approaches as needed to ensure the overall strategy is met.

EDUCATION AND CREDENTIALS

Bachelor of Business Administration (B.B.A.), Management Information Systems
University of Texas at Austin, Austin, TX

Certified Neurolinguistic Coaching Practitioner * Certified SAFe 5.0 Scrum Master
Certified SAFe 5.0 POPM * Certified SAFe Agilist