



## Vishal D. Kulkarni

**Address:** 15, Audumber Apartments, Right Bhusari Colony, Paud Road, Kothrud, Pune-411038

**Phone:** +91-9890089780 (M)

**Email:** [kulkarniv141@gmail.com](mailto:kulkarniv141@gmail.com)

**VISA Status:** US B1/B2 (Valid till 2029)

**Linked in Profile:** <https://www.linkedin.com/in/vishal-kulkarni-vk-285183b/>

### Career Objective:

To apply my learnings by leveraging strong Enterprise Agile Consulting & Coaching, Global End to End Software Delivery, experience in challenging environment by leading and helping individuals, teams, and Organizations to transform with approach where they learn, experiment, Adopt, unlearn, relearn, build the desired sustainable software Products and support and be part of changing culture

### Profile Summary:

Overall 22+ years of experience with 12+years of rich experience in Enterprise Agile Coaching and consulting the Agile Teams in the discipline of agile coaching on agile framework adoption & New Ways of Working. Acted as a consultant to the teams in Agile Tooling Training [JIRA] Adoption, Integration of the tools. Supported Enterprise level Transformations with role based Training more than 3000 people (Approx. 10000+ hours) for Executives, Scrum Masters, Product Owners, Agile Teams and specialized workshops for User Story writing, Agile Estimation (Relative Estimations)

With more than a Decade experience with Product Based Organizations building, working with high performing teams in different disciplines like Software Testing, Software Project Release Management, Program & Product Management, Vendor Management in the IT across Globe for ERP, Cash Management, Cash Concentration & Life Science (Health care) solution with extensive project/program execution of Forward Product Development, Data Migration, Product Upgrade, Product & Production Support capability.

### Experience & Interest:

- Organizational Transformation (People, process, Technology): Agile Transformation, Change Management, Tooling Strategy, Tooling Integration & Roll Out. Organizational Change management Playbook and Transformation Blueprint
- Product Management & IT Service Management:: Product Strategy, Roadmap, Planning and Execution, ITSM Change Management, Incident Management
- Agile Trainings: Supported role based trainings across the globe for SM, PO, and Development Teams. Executed custom training programs/Workshops on Agile Estimations and User Stories writing. Conducted regular training program on Leading SAFe, SAFe Scrum Masters, SAFe for Teams.
- Software Quality Improvement / Test Management: Agile Test Management, Process Improvement, Quality Improvement strategy and Approach
- Agile Tooling: Tooling Landscape, Strategizing, Tooling Integration, POC's & Implementation, Teams Onboarding, Training and Roll Out.

### What I am proud about in my career:

- Successfully delivered on time and to budget, the highest complex multiple Solution / Consulting assignments for US Clients involving the replacement of existing Retail banking solution with newly customized and implemented system covering 5 external Integration points [Scope of work Includes the Test management, Data Migration and third-party Bill Payment, RSA Tokenization and Mobile Banking Integration]
- Front led, transformed the 2 Major Service Lines within WSIT [HSBC] from old ways of working to the new ways of working with Introduction to Lean Agile thinking, role mapping, Skill Mapping, Tooling needs and adoption of new supporting plug-ins to increase the speed of delivery & flow of value. Introduced & completed set up of the Lean Agile Center of Excellence [LACE] using Hub & Spoke model for WSIT and on boarded 4 WSIT Service lines.
- Successfully recover the revenue by re planning and strategizing the Red/Problem Projects & Programs.
- Received the best Consulting reward for HSBC WSIT transformation engagement.
- Successfully Delivered Agile Training and role specific Agile Trainings for more than 600 resources across the Globe

### Educational Qualification & Certifications:

#### Educational Qualification:

- Bachelor of Commerce [B. Com]
  - Year of Completion: 1996 to 1999
  - Institute: University of Pune
  - % Score: 68.25%
- Master of Computer Management [MCM]
  - Year of Completion: 1999-2001
  - Institute: University of Pune
  - % Score: 65.31%
- Business Management Program [EGBMP]
  - Year of Completion: 2010-2011
  - Institute: Indian Institute of Management, Lucknow
  - Score/Grade: B+

#### Agile & Technology Certification:

- Scaled Agile [SAFe Program Consultant] 4.6, 5.1, 6.0.
- Professional Scrum Master (PSM) – Level I & II
- PMI-Disciplined Agile Senior Scrum Master [DASSM]
- ISTQB Foundation
- PRINCE 2 Practitioner
- COBIT 5
- ITIL V3 Expert
- ITIL 4 MPT
- ISO 9001:2015 (QMS) and ISO-27001 (ISMS) – Lead Auditor
- IC-Agile Coach
- Pursuing MS Azure and GCP foundation certification

Domain Specific Certification: CIPSP (Payments Systems Professional)

**Work Experience:****Organization Name:** Eversana India Pvt. Ltd.**Duration:** 09/2023 - Current**Role:** Agile Consultant / Project Delivery Manager

- Responsible for specific client Demand for enhancements in the existing products using KANBAN as well as serving/supporting the existing clients through Change management and Incident management.
- Mentor the Scrum master's and Product Owner to enable them for engagements with the teams and providing the assistance as per the need in form of Training and mentoring on best agile practices.
- Conducting the Quarterly Agile Maturity assessments to understand the current state of agile adoption. Work with central transformation team to provide the insight on the assessment results and create the plan for next level of Agile Adoption.
- Active involvement in agile community of Practice and actively share knowledge, skills and perspective within the teams. Derive actions from metrics to support Agile Teams to achieve the highest level of maturity & Engagement with the Remote/Distributed teams.
- Acting as client project manager for Patient Service business unit serving the US based clients for rolling out new enhancement, product features and third Party product integrations.
- Create & own the execution plan & Track the Project Deliverable in line with the commitments made to the Customer Projects Using Agile Ways of Working. Coordinate and facilitate daily stand-ups, sprint planning, release planning, and sprint retrospectives for the team.
- Coordinate with the other Delivery Managers and schedule the execution of deliverables across multiple teams.
- Communicate expectations clearly to team members and stakeholders and liaise with stakeholders and communicate progress.
- Align the required agile teams & specific roles to the project and track and monitor the progress of the planned activities using the tools like JIRA and Confluence.
- Identify the Customer specific requirement to get accommodated in as Road map item, provide the estimates, and release the same to customer projects as per the delivery committed timelines.
- Liaise with Customer support team to provide the fixes for production product defects. Schedule the fixes as per prioritization (Within SLA) and release the fixes.
- Keeping track of actions, issues, and risks, project managers can ensure the project stays on track and deliver it successfully. Also identify and manage risks to the delivery, including developing contingency plans to mitigate potential issues during the Sprints and across releases.
- Responsible for resolving derailments and communicating effectively with team members and other stakeholders to ensure the project gets back on track.
- Provide visibility of team status and issues to senior management and other business stakeholders.
- Assist management to forecast capacity to ensure that the team has adequate resources to meet roadmap requirements

**Organization Name:** Wipro Technologies Ltd.**Duration:** 11/2020 – 08/2023**Role:** Enterprise Agile Coach (Managing Consultant/Program Manager)**Based out of UK on Consulting assignment for HSBC on Agile Transformation design, pilot, roll out for WSIT group consist of 10000+ employees globally.**

- Was part of the client Design office team focusing on the Enterprise level Agile Transformation design aspect of "Agile Target Operating model", from Playbook & Blueprint definition and adoption across the Business unit of more than 10000+ Employees.
- While Determining the current state with help of Agile Maturity Assessments and designing, Aligning, transitioning the teams to the future state in Agile Ways of Working by training and coaching them on Engineering practices like XP, Tooling (Rally, Clarity & JIRA integration), Agile Team Structures, existing roles to Agile Roles mapping, Gap analysis of existing roles to recommended roles and recommend the alignment of the same.
- Managing the Business and Technology stakeholders within the bank on Interpreting the new ways of Working especially from the IT Agile Teams and Governance model like Lean Agile Center of Excellence
- Identifying the Impediments in the Transformational Impediments, suggest the recommendations.
- Developing role based Agile Training Material for roles like Scrum Master, Product Owners, and Development Teams.
- Working with the Agile teams to construct the new recommended agile team structure with the help role mapping, Ways of Working, Effective and Efficient usage & utilization of the supported tool sets to foster the collaboration within the Organization.
- Setting up Lean-Agile Center of Excellence and Agile Transformation COE of Agile Coaches using Hub-Spoke Model
- Working with Leadership team to develop the next level of engagement with business and recommend the next steps in the Transformations.
- Tooling Spine: Integration of Clarity, Rally and JIRA – Collaborate with Micro focus team to set up the custom solution for 'Connect All' Interface.
- Launching the Pilots for Integrated Tooling, Identify the Gaps, Work with the Teams on the field mapping exercise for the tooling Integration.
- Closely work with the Central tooling team for designing the new recommended JIRA workflows, Additional Custom Fields and managing the role definitions.
- During pilot of recommended Tooling Spine identify the issues, recommend & implement the solutions and complete the pilot.
- Arrange & conduct the trainings for teams on Rally and JIRA for effective and efficient utilization of the tools also create the documentation repositories for future reference purpose.

**Organization Name:** Intellect Design Arena Pvt. Ltd.

**Duration:** 01/2018 to 07/2019

**Role:** Product Engineering Manager, Agile Consultant / Coach

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- Providing training and help the teams to adapt Agile and KANBAN.
- Develop a strategy for the organizational adoption of Agile in the business and act as an Agile Champion to adapt Agile in, at Business Unit level.
- Provide hands on coaching on Agile (Scrum & KANBAN) adaption within the business unit and provide the consistent support to Delivery team to evaluate and adapt the Process and Adapt tool (JIRA) to Measure the work items with project team, Measure the progress and take the corrective actions. Also support the management team with adequate information using the Project dashboards.
- Coach the team on Agile Methodology, Suggesting the Improvements and come up with the Solution for any run time question to have the effective adaption of Agile (Scrum / Kanban).
- Training and adaption of JIRA tool for Requirement management, Test management and Defect management. Responsible to creating/maintaining the sprints in JIRA and track the progress of the project with JIRA Dashboards.
- Instrumental in creating/suggesting the JIRA workflows, Custom fields and recommend the best practices, like SVN/JIRA integration.
- Responsible for Liquidity Management product from Product Testing, Test Management, Support/Maintenance, forward (Roadmap) development and new customer project delivery.
- Responsible for team of 18 people to take care of Maintenance, forward (Roadmap) development and customer projects.
- Create execution plan & Track the Project Deliverable in line with the commitments made to the Customer Projects
- Align the required resources to the project and track and monitor the progress of the planned activities.
- Majorly focused on Test Management, Agile Implementation (For Roadmap and Customer Projects) and KANBAN (For maintenance project)
- Involve in Test Execution and help the team to complete the Test execution at committed timelines.
- Increase automated test cases execution by enabling the team to utilize the existing Test Automation framework.
- Liaise with Customer support team to provide the fixes for production product defects. Schedule the fixes as per prioritization (Within SLA) and release the fixes. Also take those fixes and retro fit them in the older version (Back porting) and accommodate them in the forward development.
- Identify the Customer specific requirement to get accommodated in as Road map item, provide the estimates and release the same to customer projects as per the delivery committed timelines.
- Work Closely with Customers, from Deliverable perspective and have regular interaction and Demonstration with Internal & External [Customer] Stakeholder.

**Organization Name:** HSBC Global Technology

**Duration:** 05/2016 to 12/2017

**Role:** Consultant Specialist - Quality, IT Service Management, Agile Transformation & Agile Coach

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- Part of DevOps and Agile transformation within the organization which includes the Agile Trainings across the HSS IT function in India and Overseas. Working as an advisor / Coach to help teams to select & adapt the methodology to their environment (SCRUM/KANBAN)
- Mentor the Scrum master's to enable them for engagements with the teams and providing the assistance as per the need.
- Active involvement in agile community of Practice and actively share knowledge, skills and perspective within the teams. Derive actions from metrics to support Agile Teams to achieve the highest level of maturity & Engagement with the Remote/Distributed teams.
- Helping the teams to execute the agile vision & Work as a Change Agent to drive the enterprise-wide DevOps and Agile transformation motivating the change and making it happen.
- Coaching and Helping teams to select the tools, configure the tools. Drive and implement the JIRA project creation, configuring the JIRA project as per project requirements, which includes the creating the JIRA projects, Workflow design, conditioning the workflows, Custom fields configurations, Screen designs and JIRA Dashboard design and facilitate the project information.
- Responsible for assisting in global consistency of support practices across security services of HSBC IT. Promoting and supporting existing best practices including identification and driving the quality improvement initiatives within HSS IT across full range of Software development SDLC and Agile.
- Develop and drive logical innovative solutions that will continually improve the quality standards, with the aim of preventing and reducing the risk to production and violation of regulatory compliance / requirements.
- Active involvement in ITSM Change Management, Incident and Service management. Demonstrated accelerated solution for Change management within the group with an objective to bring more efficiency, Effectiveness. Inspect the Weekly Change and Incidents numbers, identify the gaps within the existing Incident management process. Actively work with the stakeholders to fix the identified Gaps in line with ITIL framework.
- Exposure and understanding of Risk, Audit and Compliance factors.
- Act as a quality evangelist, promoting the best practices and process ranging from Software requirement management, Development process, Change Management. Facilitate the weekly CRB meetings, Monitor the process continuously to make it more efficient and advice best practices based on observations. Define and apply the metrics to analyze Software Development Lifecycle deliverables and quantify findings.

**Organization Name:** S1 Corporation / ACI

**Duration:** 12/2006 to 05/2016

**Role:** Test Architect / Agile Enthusiast

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- Adroit at analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for the web applications and presentations. Exposure to end-to-end banking solution implementation using AGILE and Waterfall lifecycle methodologies.
- Strong & Extensive exposure in Online banking product implementation and 3rd party integration application like FISERVE, Bill-pay, mobile banking [Web Services], Domestic & International Wires, ACH payments solutions on HOST specific Interfaces and on ACI Universal Payment [UP] platform
- Co-Ordinate with Product Owner and Development team to meet the Sprint Goals.
- Work with teams as Servant leader and facilitate Scrum Ceremonies (Release Planning, Iteration Planning, Daily Stand Up, Scrum of Scrum meetings, Sprint Demo and Retrospect)
- Identify the Impediments, unblock the team and allow them to achieve the highest quality software after every iteration which is in line with Iteration/Sprint Goal and Definition of Done.
- Guiding and coaching the team(s) in Scrum, KANBAN and create awareness on Engineering practices (Pair Programming, TDD, BDD) to deliver the potentially Shippable Product to Customer.
- Responsible for Testing Centre of excellence (TCoE) roll out in the organization – as a Principle QAE by Title and Quality Solutions Expert by Profile responsible for Organization Wide Transformation Road Map for Estimations (Story Points), Regression and defect life Cycle work-stream also responsible for understanding the challenges/gaps in each process, creating the business case for change in existing process and roll out of the new process/best practices in the organization.
- Hands on experience in Test Management, implementation of testing Techniques & processes, stabilizing existing process and generating QA metrics by conducting Monthly Internal project Audits.
- Acting as a though leader and proactively providing the strategic direction to the test teams. Act as a mentor and coach for the test teams across QA organization.
- Single Point of Contact managing the Testing Vendor Management Office. Responsible for Vendor selection, Resources on-boarding, Training needs for newly added variable staff. Also, variable resource work allocation, utilization, shares the quarterly feedback with Vendor and Negotiate with vendor on financial terms and monthly invoices.
- Proficient in client /internal communication, collaboration, team building and Team Management skills with proficiency at grasping new technical concepts quickly and utilizing the same in a productive manner and Worked for Majority of Customers (FI) in Americas region for Corporate Banking and Retail Banking.
- Metrics based approach to Quality Engineering. Recognized as a Change Agent in the Organization for keeping a track on Product Quality Index and suggesting improvements in Defect Life cycle triage process and Root cause Analysis. Collect the different metrics around team velocity, Defect resolutions, RCA and provide the details to the management.