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| *lean/agile/devops certifications & EXPERTISE* **■ *Scaled and Enterprise Agile Frameworks***:  **SAFe** Program Consultant (SPC)  Large Scale Scrum (**LESS**) Practitioner  Disciplined Agile (**DA** 2.0) Agilist  ■ ***Core Agile Frameworks/Methods*:**  **CSP** – Certified Scrum Practitioner  **CSM** - Certified Scrum Master  **CKC** - Certified Kanban Coach  **PMI-ACP** - Agile Certified Practitioner  **LEAN IT** Foundation  ■ ***Agile Program, Project, Product and Service Management****:*  **AgilePgM** – Agile Program Management  **AgilePM** – Agile Project Management (DSDM/AgilePF)  **Agile BA** – Agile Business Analyst  **PRINCE2 Agile** Practitioner  **CASM** - Certified Agile Service Manager  **MSP** – Managing Successful Programmes  **PRINCE2** Practitioner  **PMP** – Project Management Professional  **ITIL** Foundation  ■ ***Agile Engineering Practices***  DevOps Foundation  ■ ***Agile Process Tooling***  JIRA, TFS, VersionOne, Confluence, ServiceNow, HP ALM etc. |  |  | **professional SUMMARY** Agile Transformation/CONSULTING*(Business and Technology)*   * Leading Lean/Agile Business and Technology Transformations to enable strategic Business and Technology Alignment, Faster Time to Market, Faster ROI, Customer Engagement, Predictable Release Cadence, Optimized Delivery Times, Cost Optimization, Waste Elimination and Risk Reduction. * Working closely and effectively with C-Level and Senior Executives to assess agile maturity, create strategies and roadmap for agile transformation. * Helping analyze current operating model and use design thinking approach to create a transformative and sustainable Agile Target Operating Model. * Establishing a lean-agile product mindset through lean structures, systems thinking, value driven delivery, flow efficiency, shift-left, value-stream mapping, and agility measurements and metrics * Bringing In-depth experience of leading digital products/projects for multiple cross-functional teams to understand client/customer environment and provide practical and fit-for-purpose advisory services.   Agile COACHING   * Providing Expert Level Coaching and Training to leadership, management and tactical teams for attaining high levels of Lean/Agile maturity using various methods and frameworks including Scrum/Kanban/XP and SAFe/LeSS/DA. * Worked as part of multiple Transformation initiatives in the digital space with large portfolio and programs of up to 800+ people. * Supporting the assessment, enablement, growth and sustenance of Agile capabilities across IT Delivery, Portfolio/Product/Project and Service Management. * Enabling Enterprise-wide Agile eco-system and engagement model to proactively motivate individuals and drive collective ownership towards agile adoption * Working with clients in Financial Services, Insurance, Healthcare, Media, Business Process Outsourcing, Telecom and Government   DEVOPS/lean Engineering Concepts, Practices and Tooling   * Enabling DevOps Concepts and Practices such as Continuous Integration (CI), Continuous Delivery (CD), Infrastructure as a Code, Everything as a Service, Lean Architecture and Design, Extreme Programming, Refactoring, Pair Programming, Code Quality and Automated Testing (TDD, BDD, ATDD). * Advocating Strategies and Solutions for DevOps Tooling Implementation covering Source Code Management, Repository Management, Build Management, Automated Provisioning and Orchestration, Cloud Infrastructure, Data Analytics and Business Intelligence | |

# **WORK experience**

AGILE/DEVOPS TRANSFORMATION consultant & coach - at EMERGN LTD JAN 19-PRESENT

* Coach, train, lead and mentor teams, managers, executives during their transition to new ways of working.
* Inspire and facilitate change by presenting and discussing the fundamental reasons for change within the business/departments including how to approach it.
* Use the latest thinking from disciplines such as Agile, Lean, DevOps, Design Thinking, Operating Model Analysis, Product Mindset and others to help the client build high performing teams and make change happen.
* Facilitating change at the portfolio, program and team levels within the client - always working to be sympathetic to the client context and outcomes.
* Develop strong relationships with the client at all levels.

principal agile/Devops consultant & coach - at INFOSYS LIMITED FEB 18 – PRESENT

* Senior level Agile and DevOps Coaching and Consulting Professional leading high performing, multidisciplinary consulting teams as well as large transformation programs.
* Working with Client executives at CXO Level and serving as a trusted advisor focusing on Agile transformation / coaching programs across the Industry verticals.
* Helping Organizations transform by analyzing current business and operating models, designing target operating model and performing organizational design activities.
* Leading Agile Transformation strategies and road map for clients using fit for purpose agile practices and patterns.
* Using Agile subject matter expertise to actively Coach multiple client and Infosys teams on Agile processes, practices and engineering ecosystem based on core agile methods such as Scrum, Kanban, XP and enterprise rollout approaches such as SAFe, LeSS, DA and XSCALE.
* Influencing leadership and associates on the culture change required to shift from a traditional to an Agile methodology and mind set.
* Providing SME coaching and training to various Agile roles: Scrum Masters, Product Owners, and Product Managers. Helping individuals transition from conventional role types to empowered agile roles.
* Enabling practices such as Empathy and Experience Mapping, User Story Mapping, Value Stream Mapping, Design Thinking, Business and Operating Model Canvassing
* Administering Agile team maturity assessments and developing coaching plans accordingly.
* Contributing to the growth and vitality of the Agile Consulting practices in various roles such as collateral and methodology development.
* Developing and delivering presentations to various levels of stakeholders and leaders and facilitating working sessions to identify resolutions to barriers to scaling use of Agile.
* Creating and maintaining collaborative communication sites and tools; launching and facilitating Agile Open Space, Communication Forums and regular Agile recognition events.
* Assisting with the identification, collection and reporting on Agile Practice metrics and measurements.
* Building internal cross-unit relationships with Key contacts and strong working relationship with clients and building new business for the Agile practice.

Enterprise AGILE consultant/coach - at DEUTSCHE BANK AUG 15 – PRESENT

* Enterprise Agile Consultant and Coach helping multiple programs and teams on various aspects of Lean/Agile and DevOps/SDLC Implementation including concepts, process, practices and tooling
* Advocated and Consulted teams on adopting agile practices such as Scrum/Kanban and scaling frameworks such as SAFe, LeSS and DA as well as providing the ecosystem to support these through appropriate tool provisioning and customization
* Helped rollout SAFe to multiple programs in the bank by coaching teams on SAFe Implementation and running PI Planning sessions and helping the bank customize existing toolchain for incorporating SAFe practices, templates and metrics.
* Establish holistic agile ecosystem through LeSS elements of Lean and Systems Thinking, appropriate team structures and working relationships, Technical excellence through Lean Architecture/Design and Engineering practices.
* Defined Lean/Agile processes, practices, governance and guidelines for technology and product management, solution development and tool usage by bank’s delivery teams and strategic vendors taking into consideration organization culture and constraints
* Worked in additional capacities as Agile Product Manager/Product Owner and Agile Delivery and Service Manager.
* Helped created Strategy and Roadmap for bank’s sustainability tool stack (Application Lifecycle Management, Work & Req Management, Collaboration and Knowledge Management and Test, Build & Deployment Management)
* Engaged with multiple large to medium programs across the globe to understand their IT process and solution requirements, provide implementation roadmap and support its delivery
* Helped Envision and Roll-out a Enterprise Program and Project Management Tool to rationalize existing tool set, save costs and enable better management of regulatory/compliance waterfall projects
* Enabled a lean governance and delivery management ecosystem by driving automation of different aspects of an application and release controls and cross cutting concerns
* Worked with several vendors to enhance existing processes and tool set by leveraging industry best practices
* Built relationships with a broad spectrum of senior to mid-level stakeholders and leveraged these relationships effectively toward successful achieving business outcomes.

Director of agile development and delivery at CINIME SEP 14 - JUL 15

* Servant-Leader, Agile Coach and Evangelist accountable for end-to-end Agile Delivery, Technology and Service Management of existing and new products and services.
* Helped the firm launch Web and Mobile Applications in multiple countries including UK, Germany, Ireland, France, Singapore, China.
* Coached and Scaled Agile processes and practices (SAFe, DA, Scrum, XP, Kanban and other leading methodologies) across globally distributed business and technology teams
* Scaled Agile at Program and Portfolio levels, setup Agile Release Trains, run PI planning sessions, establish Kanban workflow at different levels, and use SAFe metrics for helping teams and management visualize progress
* Used Agile Modeling and DA’s Process Decision Framework to streamline organizations processed in a context sensitive manner.
* Led the development of digital solutions and introduce new ways of working, specifically Development, QA and DevOps capability, software engineering solutions and Agile working methods, to augment traditional software development life cycle techniques where appropriate
* Worked with Senior Management – CXO’s, Heads and Directors to define and align IT Strategy with overall business objectives
* Worked closely with the CTO to define and ensure adequate technical infrastructure, policy and procedures; delivery of a robust and scalable application to the customers
* Collaborated with CTO and IT architecture to ensure the roadmaps of future technology are met with appropriate processes, skills and tools
* Defined and Standardized Service Management for Service Desk, SLA, Service Request, Incident and Problem Management
* Managed key relationships with vendors and 3rd party suppliers to maintain the required development capability for application delivery
* Managed day-to-day operations (including managing through managers), overseeing the department budget along with CTO, recruitment, performance management and career development.

AGILE DEVELOPMENT/DELIVERY MANAGER at CINIME FEB 13 - AUG 14

* Senior Scrum Master and DevOps Leader leading cross-functional teams covering the entire product lifecycle for backend/server (J2EE) and mobile applications (Unity3D, Android, IOS, J2ME, C#) for digital companion applications.
* Advocated Agile Values and Practices to multiple technology teams and provided internal trainings and mentoring on all aspects of Agile using processes/frameworks such as XP, Scrum, Kanban and Lean.
* Implemented Kanban Principles of Visual and Manage Workflow, WIP Limits, Explicit Policies, and Feedback Loops
* Implemented Lean Principles of Waste Elimination by Value Chain Analysis, Building Quality into the product from the start and optimizing the whole
* Provided Project and Delivery Management for all aspects of project including Budget, Risk, Vendor/3rd Party, Stakeholders and Staffing.
* Provided Service Management for Business/Customer Support and Incident/Problem Management
* Worked with multiple stakeholders including senior management, marketing, product owners and finance to understand product requirements, manage and facilitate business driven change and build features prioritized by value.
* Managed and mentored development staff ensuring good team environment, appropriate conflict management, performance management and personal development.
* Managed iOS and Android Application Lifecycle including Provisioning, Certificates and Deployment to ITunes Connect and Google Play Stores
* Architected and Implemented the Build Pipeline and Packaging using Jenkins, ANT, Maven on Mac OS X, Windows and Linux Platforms
* Advocated and Setup Test Automation using TDD/BDD/ATDD Practices
* Introduced and Managed Web and Mobile Testing using Selenium, Cucumber, DeviceAnywhere
* Setup Performance, Lead and Stress Testing using JMeter and Profiler and Query Optimization using Explain
* Streamlined Release Management by introduction and implementation of Centralised and Distributed Version Control system such as SVN and GIT (Bitbucket and Stash) and Code Review - Crucible
* Managed Cloud Setup and Provisioning for application infrastructure and build deployment on all development, test and production lifecycles - Rackspace and AWS
* Defined and Managed Automated Deployments using Puppet and Scripting
* Managed Application Infrastructure and Usage Monitoring using Central Log Management – LogStash, Nagios Analytics and Automated Smoke testing alerts and notifications
* Introduced and Customized Ticket Management and Wiki Tools such as JIRA and Confluence for Agile Approach – Development and Operations
* Provided High Level Project Tracking with MS Project and Wrike
* Setup and Managed Social Integration and Marketing - Facebook, Twitter, Wechat, Weibo
* Setup and Managed Campaign Advertising and Tracking – Adword, ITunes Campaign Management
* Setup Business Data Analytics for mobile and web apps and Report Generation for Customers using Google Analytics, Localytics, Tableau

TECHNICAL TEAM LEAD/SCRUM MASTER at CINIME NOV 2011 – JAN 2013

* Scrum Master for two agile development teams covering the entire product lifecycle for backend/server and mobile applications (J2ME, Android, IOS).
* Organized and facilitated Scrum ceremonies (Planning meetings, daily scrums, demo’s and retrospectives)
* Facilitated and collaborated with the Product Owner with prioritization, ordering and planning so that regular releases achieve strategic goals that fulfill parts of the product vision
* Coached the development team to ensure that agile development/xp engineering practices such as continuous integration, automation, test-first, refactoring, pair programming etc. are being understood, appreciated, and practiced on regular basis to create a quality product.
* Monitored and communicated team velocity and release progress
* Tracked the progress of the Sprint on a daily basis in order to be able to take proactive measures ahead of time where required to help the team to achieve the given commitment.
* Managed external vendors, third-party library providers and regional support groups.
* Managed staff recruitment, performance appraisal, training and development.

SYSTEMS DEVELOPMENT senior specialist at ACS, XEROX MAY 2010 – AUG 2011

* Delivered multiple small to medium scale development projects using Java/JEE that were part of a large global solution using Agile methodologies. Projects encompassed an Enterprise Search System, Configuration Management System and Mobile Application
* Acted as a Scrum Master for a cross-functional team of developers and testers and enabled Scrum practices and events across the team.
* Provided technical leadership encompassing research and proposal of new frameworks and tools, creation/review of technical architecture and design, strategy for developing and deploying applications and integration with external/third-party systems.
* Analyzed current product offerings and identified initiatives for improvement in currently offered products to match the industry standards. Worked with senior management to develop framework for project processes and standards.
* Performed domain and conceptual modeling, functional decomposition, system architecture and design, impact analysis, test driven development, implementation of client and server side components, data storage and logical/physical data model design.
* Worked on continuous process improvement for both technology and project processes. Reviewed project metrics and ensured quality compliance. Ensured defect prevention through phase reviews and functional, performance and load testing.
* Ensured on-time delivery of the projects by leading regular working group meetings with representatives from multiple business and operations teams and timely escalation of issues.

DEVELOPER ANALYST at AON HEWITT JAN 2008 – MAY 2010

* Led multiple enhancement projects for a complex Java/JEE based Project Tracking System that was used across the firm and which integrated with a number of third-party tools like MS Project, Excel etc.
* Led an enhancement project on a Java/JEE based Employee Benefit System for a major client in the health domain with resource constraints in a time span of 8 months. The enhancement incorporated new features like authorization & access control, report generation and auditing. It also included integration with different systems such as directory services and customer relationship management.
* Actively managed all the different parts of a project using PMI and XP methodologies encompassing requirement analysis, schedule planning, system design, development, configuration, testing, documentation, migration and contingencies.
* Created and Implemented layered n-tier architecture, system data and information flow model, integration and component diagrams, and high level application and database design using UML/OOAD
* Created, reviewed and approved low level design including activity diagrams, sequence diagrams, class diagrams, data and impact analysis document and unit test cases.
* Created Implementation Plan, Disaster Recovery Plan and Operational Support Plan. Ensured proper migration of application to production systems and facilitated and coordinated system, acceptance, and beta testing.
* Pro-actively monitored risks on the project by creating risk mitigation plans and performing risk reviews on a regular basis.

SENIOR DEVELOPER at AON HEWITT JUN 07 – NOV 07

* Module Lead for multiple components on a highly visible and time critical Java/JEE based Retirement System for a major government client. The system aimed at transforming the retirement process for nearly two million government employees worldwide grouped under 350 Agencies.
* Responsible for all phases of the development life cycle for the modules and ensured their strict adherence to SDLC standards and guidelines and global software design and development practices.
* Mentored and imparted technical training and debug assistance to peers and junior developers. Interfaced with the business and internal operations teams to understand requirements, remove project blockages and provide release hand-off.

DEVELOPER at AON HEWITT NOV 04 – MAY 07

* Lead developer on a Java/JEE project for a client in the health domain. The project automated manual document administration in an Employee Benefit system. The project quality was highly appreciated by the client and resulted in them awarding a major enhancement project to the firm.
* Applied a number of design patterns, worked end-to-end on multiple components, and performed application deployment.
* Worked on enhancements on an existing requirements gathering tool. Provided application maintenance and enhancement support by performing application triage, issue analysis and support.

PROJECT TRAINEE at NETWORK PROGRAMS AUG 04 – NOV 04

* Provided Defect and Issue Support on an existing telecommunication application
* Demonstrated learning agility by becoming productive in a short span of time.

# EDUCATION

bachelor of information systems (honours) from GGSIP University, India (2000-2004)

sENIOR SECONDARY (eQUIVALENT TO a-LEVEL) from Christ Church College, India (2000)

HIGHER SECONDARY (EQUIVALLENT TO GCSE) from SDA High School, India (1998)