**Uday Tiwari**

Agile Coach, Certified Authorized Trainer, NLP Leadership Coach

# **Professional Summary :**

* An Agile practitioner with a firm belief in Coaching and Continuous improvement. A blogger focusing on agile methodologies knowledge and its implementation. As an Agile Transformation Agent: have trained and coached over 800+ professionals spread across 2 organizations. Strong believer in teamwork with goal of delivering quality products to the customers.
* Passionate about agile coaching, agile transformation, agile training, Life coaching, counselling and Agile Project management. A self-motivated professional with 14+ years of experience with unwavering focus on enabling delivery of highest business value.
* Cognizant of Agile methods and their intricacies (Scrum, Kanban, Lean Software Development and Extreme programming). Conducted workshops on using agile methodologies (Agile/Scrum/Kanban) in implementing software solutions.
* Skilled at ensuring the importance of agile artefacts (Backlogs, burn downs, Sprint task boards) and the benefits that they bring to the team, the PO and the stakeholders are well understood and appreciated.
* Groomed teams to conduct Retrospectives in different ways, which enables them to surface the problems and demonstrate shared responsibility in addressing the issues.
* A Proven track record in facilitating product development aimed at delighting customers in various domains – Travel technology, Supply chain management, Mobile applications, Biotechnology Scientific software and Web based applications.
* Adept at fostering collaboration and building trust for skill upgrade, competence management, motivation and mentoring of the team. Facilitating frequent brown bag sessions to keep the whole team abreast with the technology and best practices.
* Adept at facilitating Scrum trainings, workshops, Kano model-based questionnaires, Interviews and Observation sessions to elicit requirements.
* Armed with well-developed interpersonal skills along with the ability to motivate and direct others in a supportive and cooperative team environment
* Positive thinker, highly capable of coordinating well with management and cross-functional teams in executing daily tasks and functions with an open, free, supportive attitude
* Established Kanban practices to Product/Global Infrastructure/Customer Support Teams enabling them prioritize & focus on important tickets
* Foster team and individual growth through coaching, mentoring by encouraging collaboration among team members. Facilitated the establishments of team Working Agreements, Definition of Ready, Definition of Done, Sprint Commitments and Working Transparency.

# **Certifications**

* ICAgile certified professional (ICP), ICAgile Certified Professional in Agile team facilitation (ICP-ATF) and ICAgile Certified Professional in Agile Coaching (ICP-ACC) from the ICAgile (The International Consortium for Agile), Starting from April 2016.
* KMP-1 and KMP-2 certified
* Agile Certified Practitioner (PMI-ACP) from Project Management Institute
* Validity: Mar 2014 – Mar 2022
* Project Management Professional(PMI-PMP) from Project Management Institute Validity: Mar 2014 – Mar 2020
* Scrum Alliance, Certified Agile Leadership(CAL-1)
* Certified Lean Six Sigma Black Belt
* Certified NLP Practitioner from NLP Coaching Academy
* Certified Associate Leadership and life Coach from NLP Coaching Academy
* IBM Certified Speaker/Presenter- [https://www.youracclaim.com/badges/4b41aab3-de55-466c-a5c5863e3ab9c3c2/linked\_in](https://www.youracclaim.com/badges/4b41aab3-de55-466c-a5c5-863e3ab9c3c2/linked_in)

# **Education:**

#### [Symbiosis Institute of Business Management, Pune](https://www.linkedin.com/edu/41511)

##### Master's degree, Finance, General

# **Career Summary:**

**DBS Bank Singapore (Through NTT Payroll) 2020 – Till Date**

**Agile Consultant**

**Consultant to ExxonMobil Singapore Nov-2018 to Jan-2020**

**Agile Consultant- ExxonMobil IT**

**Key Responsibilities:**

* Coaching Release Train Engineers, Product Management, Epic Owners at the program level, and coaching Scrum Masters and other team leads on their respective functions within an Agile team.
* Working closely with partners, particularly Scrum Masters, Product Managers and Engineer Managers, to evaluate a Product Teams agile and product maturity and strategies to address gaps.
* Active coaching of Product Teams and leaders, facilitation and coaching of quarterly planning events, and development of product specific coaching plans to mature the Product Teams and leader’s skills and mindset.
* Coaches multiple teams simultaneously by directly observing team activities, guides them through Agile discovery and learning, provides general and role based training, and helps raise and solve impediments.
* Work in a hands-on manner with the teams as well as in a consultant model, helping the teams with agile ceremonies, roles, collaboration, and artifacts to reach greater success in project delivery.
* Help identify and coach champions within each functional area, who can continue the maturity journey and act as local mentors/coaches for more junior product/project team members.
* Contribute to the brain-trust of defining end to end processes that support Agile principles.
* Develop training/certification materials and forums both for existing teams and the onboarding of new talent.
* Coach Executive level team members in the culture change.
* Develops enterprise Agile guidance, training materials, and content; translates industry best practices into actionable recommendations.
* Contribute to and/or create instructional content (including training programs, written procedures, or any other instructional material).
* Recommend and coordinate training or certification programs for product teams and leaders.
* Deliver formal instruction to others (for example, lead classroom training or certification sessions).
* Help lead and mature Communities of Practices and interaction/pollination across IT and the business
* Commit to continuous learning and improvement of skills by setting and pursuing stretch goals
* Raises recurring/widely observed issues and bottlenecks to stakeholders; develops and implements comprehensive solutions.
* Coaches organization through change, helping identify and attack organizational impediments which limit team productivity and quality, and develops strategy for Agile tooling.
* Develops and monitors metrics to track progress of Agile adoption and maturity to aid in accelerating overall Agile transformation efforts.
* Help to foster a culture of continuous improvement.
* Create an environment that meaningfully values and promotes autonomy, skill mastery, empowerment, transparency, innovation and learning.
* Help foster a fail-safe, fail-fast environments where multiple experiments lead to the best solution for the end user
* Promote lean thinking principles such as reduced cycle times, limiting work in progress, reduced batch size, understanding of flow, identification of waste/inefficiencies and leading remediation efforts.
* Establish and support consistent reporting practices across the teams.
* Collaborate with stakeholders and leadership to establish consistent metrics and KPIs for measuring progress and effectiveness at team, product and organizational levels.

**IBM India Pvt. Ltd., Bangalore Aug- 2011 to July 2018**

**Delivery Head/Agile Consultant- IBM Agile Academy CIO**

Reporting to VP, Agile IBM Academy

Clients: Vodafone, British Telecom, Honda and ANZ Bank

**Responsibilities:**

* Accomplished successful transformation of multiple distributed teams in helping them achieve targeted levels of maturity by coaching/mentoring based on CIO’s customized agile maturity framework
* Contributed to continuously improve and refine the CIO’s customized framework based on the new learning’s as part of helping the teams through the transformation to agile.
* Conducted various workshops to spread awareness of the organizations’ delivery programs based on the agile maturity framework.
* Conducted agile trainings for development teams, mid/senior level management to onboard them to agile methodology and orient them on the banks’ agile transformation program.
* Accomplished transformation of the multiple distributed teams delivering SAP/CRM based customization of large internal systems of the client based on the agile process framework, IBM sales connect.
* Accomplished in achieving defining the agile process framework in providing inputs and suggesting changes based on the effective application of agile values and principles to make agile transformation program
* Conducted training sessions for the agile teams to help them understand and adopt the Output based Model of execution for Application Development (AD) and Capacity Driven fulfilment model as defined by the process framework.
* Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team. Placed substantial efforts on team member role training, time-boxing and providing strong metrics for all players
* Helped / recommended KPI’s to measure the progress of agile transformation based on the output based delivery model as defined by the organization.

#### [**Program Manager**](https://www.linkedin.com/recruiter/search?jobTitle=Program%2BManager&updateSearchHistory=true&decorateHits=true&decorateFacets=false&doFacetCounting=true&resetFacets=false&doResultCaching=false&forceResultFromCache=false&origin=PPSJ&doProjectBasedCounting=false&count=10&start=0) **Dec- 2004 to Aug-2011**

##### [**Fidelity Investments**](https://www.linkedin.com/recruiter/company/1307)

* Project Planning and Management – Define project scope and schedule while focusing on regular and timely delivery of value; organize and lead project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned projects
* Team Management – Assist in team development while holding teams accountable for their commitments, removing roadblocks to their work; leveraging organizational resources to improve capacity for project work; and mentoring and developing team members
* Product Owner Support – Support the Product Owner in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance
* Process Management and Improvement – Define and manage a well-defined project management process and champion ongoing process improvement initiatives to implement best practices for Agile Project Management
* Team building – promote empowerment of the team, ensure that each team member is fully engaged in the project and making a meaningful contribution, and encourage a sustainable pace with high-levels of quality for the team