
PROFESSIONAL SUMMARY

As an Agile Delivery Manager, I am excited about the opportunity to drive consistent and successful software delivery within the Product and Engineering department. With a coaching mentality and over eight years of experience in Financial Services and Consulting, I bring a wealth of expertise in guiding teams through transformative Agile practices and fostering collaboration.

In this role, I will own the use of Agile frameworks within the team, adapting methodologies to suit individual team needs and business objectives. My responsibilities include maintaining team engagement with the process, resolving blockers, and identifying inefficiencies in the software delivery process to suggest improvements. I will lead Agile ceremonies, elaborate user stories, and ensure alignment of team delivery plans with wider organizational goals.

In my previous roles, I have been instrumental in driving effective communication channels with Product Owners and key stakeholders, ensuring meticulous progress monitoring, and sustaining efficiency across project lifecycles. Through Agile coaching and leadership, I have embedded Agile and Lean values, principles, and practices to enhance overall team performance. My certifications as a Scrum Master(CSP-SM, A-CSM), Kanban Practitioner, and Agile Coach, coupled with extensive experience in Agile frameworks such as Scrum, LeSS, Spotify and SAFe, enable me to implement successful Agile techniques and optimize team collaboration and project efficiency.

Communication and interaction are key aspects of my role, as I work closely with product managers to provide vision and context within the team and represent team needs within the broader Product & Engineering team. Reporting to Product & Engineering leadership on sprint commitments and team performance, I will also collaborate with other Agile Delivery Managers to share best practices and enhance Agile effectiveness across the organization.

In addition to my coaching mentality and previous experience as an Agile Delivery Manager, I possess in-depth knowledge of lean and Agile processes and principles. I am an excellent communicator, capable of translating technical jargon into understandable language for the business. With strong organization and time management skills, I am adept at managing conflicting stakeholders and delivering scalable applications to business needs.

I look forward to contributing to a fast-paced, fun, and social working environment where I can make a real impact. With access to comprehensive benefits and opportunities for career development, I am eager to join the talented Product and Engineering team and drive successful project delivery and continuous improvement within the organization.

REAS OF EXPERTISE

Delivery Skills: Project Management (governance, planning & controls) ♦ Project Performance Management & Measurement ♦ Program Management ♦ Change Management & Communication ♦ Stakeholder Management ♦ Vendor Management ♦ IT strategy ♦ Risk Management ♦ Quality Assurance ♦ Estimation & Sprint Planning ♦ Value Stream Mapping ♦ Release Life-cycle Management

Technical Skills: Agile Coaching ♦ Scrum Master ♦ Agile ♦ Kanban ♦ Scrumban ♦ JIRA ♦ JQL ♦ Confluence ♦ Scaled Scrum Expert ♦ Scrum Coach ♦ Oracle ♦ Waterfall, Lean & Agile Methodologies ♦ Extreme Programming ♦ DevOps ♦ GIT, Jenkins, & Ansible ♦ Scaled Agile Framework (SAFe) ♦ Selenium ♦ Automation Testing ♦ Python ♦ Azure ♦ Oracle ♦ Oracle Applications

Soft Skills: ♦ Leadership ♦ Cross-Functional Team Management ♦ Personal Organisation ♦ Creative Problem Solving ♦ Prioritisation & Decision Making ♦ Adaptability ♦ Motivation ♦ Negotiation ♦ Communication ♦ Influencer

CORE COMPETENCIES

- ♦ **Championing Agile Disruption:** Propagating the philosophy that "Agile is the ability to create and respond to disruption," emphasizing Agile's power to manage changing priorities in a highly volatile environment.
- ♦ **Empowering Visionary Work Life:** Empowering teams to design their dream work life, fostering constructive disruption, and continuous improvement.
- ♦ **Agile Ceremonies and Best Practices:** Expertly facilitated Agile ceremonies including show & tell, retrospective, demo, Daily Scrum, Agile Wall, Dependency Spider, and championing best Scrum practices.
- ♦ **Innovative Organizational Practices:** Pioneered the establishment of Community of Practices (CoP), Agile Centre of Excellence (ACoE), and daily Kaizen within organizations.
- ♦ **Cultivating Self-Organized Teams:** Cultivated self-organized teams through Coding Dojos with rock music, driving continuous improvement and implementing reward systems.
- ♦ **Comprehensive Agile Framework Expertise:** Demonstrated expertise in Agile Coaching, Kanban, and Scrum frameworks, contributing to projects delivering significant business change.
- ♦ **Training and Coaching Excellence:** Trained and coached teams, Product Owners, and managers in Agile values, principles, Kanban principles, and practices.
- ♦ **Agile Practice Enhancement:** Collaborated with teams to enhance agile practices, implementing value stream mapping, processes, templates, artifacts, and frameworks to improve delivery.
- ♦ **Empowerment for Efficiency and Transparency:** Empowered teams to be more efficient, transparent, and cohesive, enhancing outcomes, solutions, and products/services.
- ♦ **Strategic Guidance and Stakeholder Interaction:** Provided guidance in product roadmap, strategy, and backlog creation, empowering teams to interact effectively with dependent stakeholders.
- ♦ **Educating Leadership on Team Performance:** Key objective as an Agile Coach is to educate senior leadership on transitioning from individual to collective/team performance assessments.
- ♦ **Train-the-Trainer Program Success:** Successfully delivered train-the-trainer programs to Scrum Masters, product owners, Delivery Managers, and across the organization.

- ◆ Versatility in Coaching Models: Applied diverse coaching models like GROW, OSKAR, CLEAR, and Clean Language, leveraging Cave and Common, pairing, and mob programming.
- ◆ Leadership Development Initiatives: Led Agile Coaching and Lunch & Learn sessions, upskilling Delivery Managers, scrum masters, product owners, and teams on improving collaboration and team dynamics.
- ◆ Excellence in Facilitation and Best Practices: Facilitated daily scrum, sprint/iteration planning, Big Room Planning (BRP), retrospective, and sprint demos using liberating structures, implementing best practices and standards related to Agile scrum development and testing.
- ◆ Expertise in Agile Methodologies and Tools: Seasoned in continuous integration, Agile methodologies (Scrum, Kanban, SAFe), agile games, and adept with Jira/Confluence.
- ◆ Servant Leadership and Conflict Resolution: Demonstrated excellent Servant Leadership skills, facilitation, situational awareness, conflict resolution, empowerment, and transparency.
- ◆ Mentoring and Metrics for Continuous Improvement: Mentored the engineering workforce, product owners, and Development Teams in Agile thinking, emphasizing measurement and metrics for continuous improvement.
- ◆ Lean Thinking and MVP Identification: Applied Lean thinking and MVP identification to complement the empirical approach of Scrum.
- ◆ Agile Strategy Development: Instrumental in building Agile Strategy and Practice to execute strategies for the continued adoption and improvement of agile practices.

PROFESSIONAL ACHIEVEMENTS

- ◆ Agile Teams Maturity Assessment Leadership: Hand-picked to lead the establishment of an Agile teams maturity assessment tool, showcasing expertise and value. Received a full-time job offer from the client's Agile Coach Manager.
- ◆ Continuous Improvement Advocate: Drove initiatives to shorten feedback loops, enhancing individual performance, teamwork, and project progress through data-driven evaluation and constant refinement.
- ◆ Impactful ERP Project Delivery: Led a team to deliver an ERP project, resulting in a remarkable 20% improvement in customer service and retention, contributing to a revenue increase of \$2Mn. Recognized for positive impact in a key meeting.
- ◆ Agile Scrum Velocity Enhancement: Successfully introduced Agile Scrum practices, resulting in a significant 65% increase in team velocity.
- ◆ Turnaround Specialist: Selected to troubleshoot a struggling division implementing Agile and Scrum, empowering teams with a sense of urgency. Successfully turned around misguided efforts and increased team effectiveness.
- ◆ Comprehensive Scrum Master and Product Owner Workshop Creation: Developed a comprehensive Scrum Master and Product Owner Workshop from scratch, covering basic, advanced, and proprietary concepts, contributing to CSM and CSPO certifications.
- ◆ Performance Recognition and Velocity Boost: Earned a Star award for three months, concurrently increasing cross-functional team velocity from 45% to an impressive 65%.
- ◆ Lean and DevOps Implementation Expert: Facilitated the implementation of Lean principles, limiting Work in Progress (WiP), decreasing lead time, and increasing throughput using Little's Law. Successfully implemented DevOps, coaching leadership teams, Scrum Masters, and Product Owners.
- ◆ Cultural Transformation Advocate: Challenged leadership teams and business stakeholders to develop an Agile mindset. Created psychological safety within teams, fostering innovation and high performance.
- ◆ Change Agent and Methodologies Integration: Acted as a change agent using ADKAR to implement organizational transformation. Integrated Agile methodologies (Scrum, Kanban, Scrumban, XP) through collaborative participation across the organization.
- ◆ Facilitation of Agile Practices and Values: Implemented Agile Ways of Working, shared services, and introduced War rooms to address severity 1 issues. Improved collaboration among teams by instilling Agile values and principles.
- ◆ Conflict Resolution and Team Empowerment: Resolved conflicts, improved morale, and established clear goals. Managed time-lines and shared resources with a focus on building relationships across departments.
- ◆ Definition of Done and Acceptance Criteria Facilitation: Facilitated the creation of Definition of Done and Acceptance criteria by the team and the product owner, ensuring clarity and alignment.
- ◆ Servant Leadership and Circle of Safety Implementation: As a servant leader, empowered, encouraged, supported, and enabled teams to unfold their abilities in achieving sprint goals. Implemented The Circle of Safety, inspiring teams to deliver their best work.
- ◆ Continuous Improvement Advocate: Provided positive feedback to teams and actively contributed to continuous improvement in Agile practices and values.
- ◆ Impediment Removal and Relationship Building: Tracked, escalated, and removed impediments/obstacles. Maintained excellent client partner relationships, reported at daily Scrum of Scrum meetings.
- ◆ Agile Cultural Change Champion: Promoted the notion that "Agile is primarily a cultural change," encouraging buy-in from employees and key stakeholders for a tectonic shift from command-and-control to collaborative, team-centric environments.

AGILE EXPERIENCE

Dedicated to relentless improvement, I am committed to instilling the Agile and Lean mindset seamlessly across all organizational levels. My expertise extends to working closely with development teams, product owners, scrum masters, and engaging stakeholders and customers. I leverage my extensive experience in a practical manner to bring about transformative change in Agile teams and entire organizations, driving the attainment of customer-centric goals. Witnessing the professional and personal growth of individuals brings me immense satisfaction. Employing a nuanced, servant leadership style, I play a pivotal role in steering our teams towards achieving Discovery and Delivery milestones, ultimately realizing our Product/Service Objectives and Key Results (OKRs).

PROFESSIONAL EXPERIENCE

Agile Delivery Manager | Agile Coach at NatWest

Jul'21 - Aug'23

As a key member of the Apollo program, I spearheaded the transformation of the CMS Mortgage Servicing platform, leading its overhaul from legacy Oracle Forms applications to a modern cloud-based framework built on microservices. My leadership played a pivotal role in orchestrating the seamless migration of 474 Oracle Forms to Microservices, leveraging the Automated Technology Modernization Accelerator (ATMA) platform to oversee a comprehensive code conversion to a contemporary Java stack.

Additionally, I took proactive measures to manage the conversion and migration of AmiPro files to S3 while introducing Business Process Management (BPM) methodologies. In my leadership capacity, I effectively managed matrix teams and squads spanning across India, Romania, the UK, and the Netherlands, ensuring cohesive collaboration and the successful completion of database migration initiatives.

Strategic Project Management:

- ◆ Collaborated closely with other delivery managers and product management teams to define product vision, plan projects, and set deliverables in accordance with Agile principles and performance objectives.

- ◆ Utilized coaching methodologies to facilitate effective communication, ensuring alignment with overarching business goals and Agile performance targets.
- ◆ Played a key role in achieving a significant 25% reduction in project lead time through strategic Sprint planning, proactive management of dependencies, and ongoing performance monitoring.

Stakeholder Engagement:

- ◆ Educated stakeholders at all levels on Agile principles, enhancing organizational awareness and alignment with performance objectives.
- ◆ Maintained strong stakeholder relationships and leveraged feedback mechanisms to contribute to a notable 15% improvement in client satisfaction, while effectively managing project issues in line with Agile performance goals.

Team Development and Leadership:

- ◆ Provided mentorship to senior managers, resulting in a significant 20% reduction in lead time and an impressive 30% decrease in pre-production environment defects, with a focus on individual performance improvement within Agile frameworks.
- ◆ Led and supported multidisciplinary delivery teams through effective leadership and mentoring, emphasizing Agile performance metrics and targets to foster team dynamics, communication, collaboration, and transparency.

Agile Delivery Leadership:

- ◆ Led successful implementations of the Spotify model and the adoption of Scrum framework, driving a remarkable 15% increase in overall team efficiency and achieving a commendable 20% reduction in project delivery time, while aligning actions with Agile performance objectives and iterative improvement.

Cross-Functional Collaboration:

- ◆ Facilitated Scrum of Scrums sessions with cross-functional teams, promoting collaboration and enabling timely resolution of cross-team dependencies using coaching strategies, and ensuring adherence to Agile performance metrics and goals.
- ◆ Collaborated effectively with third-party vendors to ensure successful coordination of security penetration testing and robust security practices, aligning actions with Agile performance targets and compliance requirements.

Process Optimization and Continuous Improvement:

- ◆ Guided delivery teams in streamlining the delivery pipeline, resulting in a remarkable 25% reduction in time to market, while continuously monitoring and optimizing processes to meet Agile performance objectives.
- ◆ Hosted the Agile DevOps Community of Practice (ADCoP) and implemented continuous improvement assessment and planning, enhancing team performance and collaboration in alignment with Agile performance metrics and targets.

Technical Efficiency and Quality Improvement:

- ◆ Implemented Scrum principles with a technical emphasis, achieving a commendable 15% improvement in technical project efficiency, while collaborating with QA and deployment teams to ensure a substantial 20% improvement in software quality standards and a notable 25% reduction in deployment-related issues, aligning actions with Agile performance objectives.

Business and Tech Interface Excellence:

- ◆ Acted as a pivotal interface between "Business" and "Tech," translating business requirements into User Stories and contributing to a notable 20% increase in project delivery accuracy with a technical focus on Agile and Scrum practices, aligning actions with Agile performance goals and business objectives.

Agile Performance Management:

- ◆ Implemented continuous and regular feedback mechanisms, conducting frequent check-ins to foster open communication and ensure alignment with Agile principles and performance objectives.
- ◆ Incorporated multiple sources of feedback, including peer reviews, self-assessments, and stakeholder evaluations, to provide a comprehensive view of performance and development areas within the Agile framework.
- ◆ Maintained an employee-centric approach to performance management, prioritizing individual growth and development within the Agile framework, aligning actions with Agile performance objectives and organizational values.
- ◆ Emphasized skills development through targeted coaching, training programs, and skill assessments, aligning goals with organizational skills and competencies within the Agile framework.
- ◆ Established goal-setting processes based on organization-wide Agile principles, promoting collaboration, adaptability, and iterative improvement in performance metrics, ensuring alignment with Agile performance objectives and organizational goals.

MonitorIS

Feb'21 - Jun '21

Scrum Master | Agile Project Manager at UK Ministry of Defence (Army Information Exploitation (IX) Programme)

- ◆ Empowered all six agile/scrum teams to evolve with agile culture.
- ◆ Facilitated scrum of Scrums, this helps the teams to discuss cross-team dependencies.
- ◆ Facilitated scrum masters, product owners to define Definition of Done, Acceptance criterion, Working agreements with the teams.
- ◆ Mentored product owners in *user-story mapping, slicing*, prioritising product backlogs, focus on delivering the value to the business.
- ◆ Mid-sprint review: as an agile coach helped teams to conduct mid-sprint review so that they visualize their forecast towards the achieved goals in the middle of the sprint.
- ◆ Mentored team to use agile tools like JIRA, ADO(Azure DevOps) for day to day operations
- ◆ Undertake due diligence to complete risk reviews on a one to one basis to ensure RAID's are accurate and in line with project plans and processes.
- ◆ Regularly facilitated RAID management reviews and updated plan on a page subject to approved change requests within the programme and ensured the RAID log was kept up to date for business changes, creating and maintaining RAID process documentation highlighting hotspots and areas requiring attention
- ◆ Implemented *scrum principles, processes and practices facilitated continuous improvement* and *identified and removed obstacles/impediments*.
- ◆ As a Coach worked with teams to develop agile mindset, collaboration there by achieving high performance, in this process used different models of coaching **GROW, Clean Language** using **PrOpER** coaching Cycle.

Agile Coach Change Data Systems Ltd

Jul' 19 - Aug '20

- ◆ Coached teams, to develop agile mindset, 'agile as mindset not a methodology', used different models of coaching like PrOpER, GROW.
- ◆ Empowered teams to evolve with the agile culture not *by doing agile by being agile*.

Agile Coach / Scrum Master, Wipro Limited|Comcast Limited, India **Apr'16 – Jun'19**

Comcast is telecommunication conglomerates its consumer cable TV, internet, telephone and wireless services under the xfinity label.

- ◆ As a passionate Agile coach cultivated Lean Agile Centre of Excellence - LACE, Agile CoP (Agile Community of Practice), conducted Agile Workshop, Applied team building techniques to improve performance and Agile Delivery teams to sustain organisations business agility.
- ◆ Coached, squads/teams to embrace the change and the ways of working (*Personal Excellence, Achieving Our Mission, Working together*).

Senior Scrum Master/ Enterprize Agile Coach, Inatech Info Solutions,India **Jan '14 – Feb'16**

- ◆ Coaching and mentoring cross-functional teams to deliver quality products and enhancements using Scrum framework.
- ◆ Supported the the product owner in maintaining data using appropriate Agile toolset; transparency to the product roadmap and priorities.

Agile Project Manager, Wipro Limited|Comcast, India **Feb'11 – Jan'14**

- ◆ Successfully managed Agile projects, bringing efficiency and innovation to Cisco's operations.
- ◆ Provided essential support for Oracle Database and Oracle Applications, ensuring seamless integration and optimal performance.
- ◆ Results-Driven Contribution: Played a pivotal role in enhancing project management methodologies, aligning them with Agile principles to drive successful outcomes.
- ◆ Collaborative Engagement: Worked within the intricate landscape of Cisco's diverse technology portfolio, fostering collaboration and efficiency among cross-functional teams.
- ◆ Ensured the Agile framework was effectively applied, contributing to the overall success of Cisco's projects.

Project Manager / Senior System Analyst, IBM India, India **Dec '07 – Feb'11**

- ◆ Delivered projects on time and budget for different clients (HBC, NCH, Applied Materials)

PREVIOUS EMPLOYMENT ENGAGEMENTS

Principal Consultant Intelligroup Asia Private Limited, India **Dec '03 – Nov'07**

ACADEMIC QUALIFICATIONS & PROFESSIONAL TRAINING/CERTIFICATIONS

Bachelor of Engineering, Bangalore University

Professional Training:

Agile Coach, UK, 2018 | Scrum the product owner, 2019 | Scrum Master, 2018 | Scrum Coach, 2019 | Scaled Scrum Expert, 2019 | MSP - Managing Successful Programs, 2016 | PRINCE2, 2015|OCP 10G|OCP 11i

Professional Memberships

Lean-Kanban University | Scrum Alliance | ICAgile | International Scrum Institute | Axelos