Agile Coach, Trainer Guardian Life, NY, NY 1/2018 - 3/2018

* Coached a line of business starting on their Agile journey
* Coached and Trained SAFe ART/Program Teams, Scrum Teams and Business Managers
* Coached and Trained Scrum Teams, RTEs, Product Managers and Vendor Managers
* Created Value Stream Maps with observations and areas for improvement
* Assessed existing teams Agile maturity and produced coaching plans
* Coached and championed the transition from project based teams to longstanding product based teams
* Prepared a detailed Gap Analysis at the program and team levels
* Established standards for metrics and dashboards

Agile Coach, Trainer, UnitedHealth Group / Optum Technologies, Basking Ridge, NJ 7/2016 - 12/2017

CA Agile Central (Rally)

Administrator

* Coached 3 lines of business in possibly the largest Agile transformation
* Coached and Trained Enterprise Program technical and Business Teams
* Coached, Trained and Launched SAFe Trains (ARTs)/Program Teams and Scrum Teams
* Coached and Trained Scrum Teams, Scrum Masters, Product Owners, RTEs, Product Managers and Portfolio Managers
* Coached and Trained programs with as many as 30 mixed methodology Teams, across multiple lines of business
* Coached and Trained senior management and executives
* Championed Agile transformation
* Organized and led workshops and open Agile office hours
* Administrated, Trained and supported use of CA Agile Central (Rally) tool

Coached 3 programs with a total of 90+ mixed methodology teams, over 900 people. On each of the 3 programs there were separate program level teams of RTEs, Product Managers, Architects, Business Owners, UAT, DevOps, and others). Each Scrum team included approximately 10 individuals (Coaches, Scrum Masters, Product Owners, developers and testers).

Agile Coach, Trainer, Tata Consultancy Services (TCS), Global Consulting 7/2013 - 7/2016

Engagement Lead,

Scrum Master, RTE,

Program Manager

* Supported TCS in Agile Transformation, Maturity and Delivery
* Championed and led Agile transformations
* Coached and Trained at the SAFe Portfolio, Program, Team and executive levels
* Coached and Trained Scrum Teams, Scrum Masters, Product Owners, RTEs, Architects, Product and Portfolio Managers
* Coached and Trained Scrum and Kanban, SAFe, LESS, XP engineering practices and DevOps
* Participated in the creation and growth of the Center of Excellence
* Designed training and created training and presentation materials for the consulting practice
* Participated in strategy formation, material development, training and pre-sales activity for the consulting practice
* Administrated, Trained and supported implementation and use of Agile tools

Agile Coach, (TCS) Nielsen, Tampa, Florida 1/2016 - 5/2016

Agile and DevOps Assessment AXA, Jersey City, NJ

* Helped accelerate IT's responsiveness toward business needs, and helped IT to be faster, leaner, better and more customer centric
* Assessed enterprise Agile and DevOps readiness and capabilities at the team, program and portfolio levels.
* Assessed individual teams and key functions with respect to Agile practices
* Provided findings and recommendation to address Agility at the organization and team levels.
* Developed the roadmap to implement recommendations and achieve higher Agile maturity

Agile Coach, Trainer, RTE, (TCS) JPM Chase, Delaware 7/2015 - 12/2015

Jira Administrator

* Programs were part of the Card Payments Group responsible for digital wallets
* Coached new Agile teams and Product Owners deploying new products into new markets
* Coached Product Owners in creating and maintaining backlogs
* Organized, trained, coached and facilitated teams delivering new high quality products in 2 month cycles
* Established metrics and dashboards for the teams, the business, IT, senior management and cross organization leadership
* Part of the DevOps, integration, performance, penetration and deployment leadership teams
* Delivered a detailed Gap Analysis at the team, program, DevOps and cross-line-of-business levels
* Administrated, Trained and supported implementation and use of Jira Agile tool

Agile Coach, Trainer (TCS) McGraw Hill CTB 7/2015 - 7/2015

* Programs were part of the Digital Products Group responsible for applications in support of education assessments products
* Teams were distributed onshore and offshore, and include FTEs, contractors, service organizations, out-sourced partners and vendors
* Defined the Current State including the creation of detailed Value Stream Maps with observations and areas requiring attention
* Described the Desired State including the creation of detailed Value Stream Maps with benefits, improvements, processes, roles and activities.
* Prepared a detailed Gap Analysis at the program and team levels
* Prioritized the Gaps including presenting results and recommendation in an easy to use and effective importance/urgency format
* Defined Action Items and Roadmap

Agile Coach, Trainer, (TCS) Comcast, PA 7/2013 - 7/2015

CA Agile Central

(Rally) Administrator

* Programs were in the Service Delivery Organizations of the Applications and Platforms group in support of cable, video and audio entertainment and communications products and services
* Teams were distributed onshore and offshore, and include FTEs, contractors, service organizations, out-sourced partners, managed services and vendors
* Coached and Trained at the SAFe Portfolio, Program, Team and executive levels
* Coached and Trained Scrum Teams, RTEs and Product Managers
* Coached and Trained Scrum and Kanban, SAFe, LESS, XP engineering practices and DevOps
* Worked with the Release and Operations organizations in the transition to continuous integration, continuous deployment and DevOps
* Contributed to the governance organization in the transition including the design and implementation of standards, compliance criteria and metrics
* Guided coaches to ensure a coordinated approach, scaled structure and optimization of the whole organization
* Developed training material and delivered training and led workshops for Program Managers, Product Owners, Scrum Masters and Teams.
* Championed Agile Transformation; value, goal and performance management frameworks and metrics
* Administrated, Trained and supported implementation and use of CA Agile Central (Rally)

Agile Coach, Trainer, Pfizer, NY, NY 1/2013 - 6/2013

Scrum Master

* Programs were part of the geographically, organizationally and functionally distributed organization responsible for compliance with FDA product applications, procedures and audits.
* Part of the management group responsible for processes, web sites and applications developed in response to FDA clinical trial phase audits
* Part of the management team that assessed existing and planned processes, government requirements and government audit of clinical trial information submission
* Guided the design, championed and coached at the program and team levels in the application of an Agile approach and mindset for the submission of clinical trial informationin compliance with U.S. government FDAAA 801 and other requirements
* Coached and trained the organization in lean principles, practices and procedures in optimizing and applying quality standards to the clinical trial information collection process.
* Developed and evangelized performance and quality metrics for application and clinical teams

Agile Coach, Trainer, Blue Cross Blue Shield of New Jersey 9/2012 - 12/2012

Program Manager

* Programs were in the Services group responsible for Message Oriented Middleware applications facilitating Interactive Voice Response Member and Provider services (IVR), Major Medical Prescription service (MMRx), Integrated Medical Management (IMM), Claims Management, Pain Management and Member and Provider Web Portal
* Coached co-sourced distributed teams in the transition from mini-waterfall to Agile
* Coached and trained Scrum Masters, Product Owners, Program Managers and cross-functional component teams with DevOps responsibilities
* Facilitated coordination between Scrum, Kanban, waterfall and other groups.
* Served on the program and release management teams with direct responsibility for intake, release scheduling, environments, obstacles and warranty
* Hands-on management and training of ClearCase

Agile Coach, Trainer Publisher's Clearing House, Port Washington, NY 6/2012 - 9/2012

* Programs were part of the FunTank group producing and maintaining websites and games for the generation of marketing revenue
* Programs included application development projects to introduce new marketing products, maintain and enhance existing products, improve funnel path completion, repeat visits, customer experience and improve online advertising revenue.
* Coached and trained Program Managers, Portfolio Managers, Scrum Masters, Product Owners and cross-functional feature teams
* Each cross-functional team included distributed resources from the parent company, independent subsidiaries and partners.
* Developed and instituted Agile artifacts, performance and quality metrics
* Facilitated coordination between Scrum, Kanban, waterfall and other groups
* Hands-on management and training of VersionOne

Agile Coach, Trainer, TD Ameritrade, Jersey City, NJ 1/2012- 6/2012

Program Manager

* Programs were for the development of new and redesigned self-service sites that provides functionality for users to customize their online experience, leverage social networking, self manage portfolios, personalize research, monitoring and market metrics.
* Ensured the delivery of the retail trading web redesign including the implementation of the Teamsite Content Management system and Google Search Appliance (GSA).
* Coached and trained co-sourced distributed Executives, Program Managers, Product Owners, Scrum Masters, and feature teams,
* Administrated, Trained and supported implementation and use of JIRA Agile Greenhopper

Agile Coach, Trainer, Avaya, Basking Ridge, NJ 5/2011- 1/2012

Program Manager

* Programs delivered Web based automated inventory management, automated user services and new products.
* Led the turnaround of troubled projects to align with expected deliverables, marketing roadmap and revenue projections.
* Coached and managed programs and projects in a mixed environment of Agile (scrum and Kanban), mini-waterfall and full waterfall
* Coached, championed and facilitated for the coordination of programs across multiple organization divisions and the elimination of obstacles
* Managed enterprise MS Project hands-on for teams, programs and cross division scheduling

Agile Coach, Trainer, Philips / StraXam, Princeton NJ 5/2009- 5/2011

Program Manager

* Programs delivered a web based enterprise application integration solution, including legacy applications and back-end systems
* Partnered with architecture and external development teams to identify solutions and services that met the business needs.

Agile Coach, Trainer, Lee Hecht Harrison (LHH), Woodcliff Lake NJ 3/2009- 5/2009

Program Manager

* Program delivered a ground-up redesign of Web portals and applications incorporating an intuitive user interface.
* Championed the delivery of consistent branding and user experience that is apparent, efficient, effective and recognizable.

Agile Coach, Trainer, KPMG, Woodcliff Lake NJ 3/2008 - 3/2009

Program Manager

* Programs delivered web sites and infrastructure for all KPMG corporate, partner and member firm sites worldwide.
* Championed consistent branding, information architecture (IA), metadata, templates, components, registration, search and content management across all KPMG sites worldwide.

Agile Coach, Trainer, Sterling InfoSystems, NYC NY 1/2006 - 3/2008

Program Manager

* Programs delivered a web based seamless enterprise application integration solution on the HR-XML standard.
* Championed a single optimized platform for collecting customer data, submitting customer requests, and receiving results
* Managed projects integrating customers, Human Resources Information Systems (HRIS) and Applicant Tracking Systems (ATS) on the integration platform

Agile Coach, Trainer, International Catastrophe Insurance Managers, (ICAT), Colorado 6/2005 - 1/2006

Program Manager

* Programs created systems and Web sites delivering, instant quotes, online workflows, product management and infrastructure for complete production, underwriting, policy administration, risk management services, claims administration and settlement services
* Championed a single comprehensive system for property insurance on businesses and residential property for a significantly broadened business scope in partnership with policyholders, retail agents and wholesale brokers.

Agile Coach, Trainer, Citco, NY 1/2005 - 6/2005

Program Manager

* Program upgraded accounting services software (AExeo), including front, middle and back office accounting and shareholder/investor accounting.
* Led the organization's first deployment of centrally controlled software desktop refresh streaming (AppStream).

Director of Quality Assurance, Thomson Financial / Thomson Reuters, NY 6/2004 - 12/2004

Testing and

Project Management

* Managed programs, projects and processes that monitored data normalization, consistency, transparency, low latency, breath and depth of coverage and metadata across all of the products and services
* Managed projects that upgraded and implemented automated issue routing, tracking, e-training and knowledge base systems.
* Managed content support teams responsible for testing, audits, transformation, integration and issue resolution
* Managed compliance with governance requirements for the capture, cleansing, validation, storage, auditability, analysis and distribution of information, across all of the products and services
* Championed data qualitative characteristics measurement, presentation and metrics across the enterprise
* Liaised between product, sales, support units and vendors to guarantee confidence and quality standards

Director of Quality Assurance, Connotate Technologies, New Brunswick NJ 1/2004 - 6/2004

Testing and

Project Management

* Managed Programs that restructured the way products are produced, released and maintained
* Architected and implemented a lean agile test-driven development (TDD) and continuous integration (CI) SDLC methodology
* Championed the quality initiative with a focus on getting projects completed quickly with defined acceptable quality levels.
* Introduced Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) 5 Whys root cause analysis for product improvement
* Obtained open source tools and defined heuristics for manual and automated testing and shortened time to market.
* Fostered open and honest communication and metrics with iterative and incremental releases.
* Collaborated with company executives and founders on product, technology and staffing roadmapping.
* Participated in the sales cycle including proposals, presentations, demonstrations and trials

Director Information Builders (IBI), NY 6/1983 - 12/2003

* Launched and managed Business Units including P&L responsibilities, portfolios, programs, products, strategic initiatives and people
* Defined technology integral to products being sold to customers, assessed tools, technical risks and mitigation plans
* Established PMO and maintained program and project governance, risk management strategy, standardized reporting and metrics
* Evaluated teams, identifying strengths, problem areas, and developing plans for improving performance.
* Oversaw the functional, technical and test design documentation processes for correctness, timeliness and risk.
* Provided input to business executives on product design, functionality, change requests**,** quality, delivery schedules and competition
* Championed and led the implementation of continuous automated testing integrated within the build-test-deploy workflow
* Managed vendor and partner relationships including contract compliance, risk management and financial tracking.
* Negotiated, implemented and managed compliance to service level agreements (SLA).
* Managed the ISO 9000 certified quality process, systems and audits, achieving ISO 9001 certification and improved quality.
* Managed software release cycles, assemble/build processes, application deployment (rollout), data migration and desktop refresh
* Developed and maintained user manuals, technical manuals, training material, feature stories, sales brochures, and advertising copy.
* Spoke on panels, delivered presentations and demonstrations, provided training and support throughout North America and Europe

**EDUCATION / CERTIFICATIONS:**

**Masters of Computer and Information Science**, City University of New York (CUNY), Brooklyn College

**Bachelor of Business Administration**, City University of New York (CUNY), Baruch College

**SAFe Certified Program Consultant (SPC4.5)**, Scaled Agile, Inc.

SAFe Certified Agilist (SA), Scaled Agile, Inc

**Certified Scrum Master (CSM)**, Scrum Alliance

Project Management, Rutgers University, NJ

Program Management, American Management Association, New York

Six Sigma green belt, SkillSoft

ITIL Foundation v3, TCS

ISO 9001 Quality Management, Bureau Veritas Quality International (BVQI)

FINRA / NASD Securities Series 7 (Registered Representative Series 7)



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