


# SUDHAKAR NAIK

Agile Transformation | Business Excellence |  
Leadership & Coaching

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## KEY SKILLS

- Agile & Lean Methodologies (SAFe, Scrum, Kanban, LeSS, Spotify)
- Business Transformation & Process Optimization
- Coaching & Influencing Leadership & Teams
- Agile Governance, Strategy & Execution
- Change Management & Cultural Transformation
- Love Influencing, Coaching and Motivating People to embrace positive change
- Passionate about Agile Values & principles and excited to embed them across Organization
- Intellectually curious and love learning new skills, capabilities
- Strong Knowledge and Rich experience in Agile Methodologies
- Skilled facilitator leading events like Big Room Planning, Inspect & Adapt, Agile Roadshows, Office Coach Hours, Lean Coffee, and Agile Surgery to enable Agility
- Powerful Communication and Influential Skill to have Positive Impact and Outcome

## EDUCATION

*PG Senior Management Professional Programme from **Indian Institute of Management , Nagpur**, MS, India*

*Bachelor of Engineering (Information technology) from **Dr. B.A.M University, Aurangabad**, MS, India*

## PROFESSIONAL SUMMARY

Strategic Agile Coach and Transformation Leader with over 20+ years of experience driving organizational agility and cultural change across Fortune 500 companies. Expertise in coaching teams, leadership training, Agile adoption, and scaling agility to achieve business excellence. Passionate about embedding Agile values and fostering high-performing teams to deliver innovative solutions, strategizing transformations at scale, and delivering operational excellence. A keen strategist on Agile Transformation focusing on maximizing Customer Delight, Employee Engagement, Process Compliance and Quality.

- Successfully led Agile Transformations in large enterprises (Citi , Morgan Stanley, British Telecom , Barclay Cards, Westpac , Vanguard , RSA etc. )
- Playing Agile Coach (as a Servant Leader, Facilitator and Change Agent), Scrum Master, Product owner, Release Train Engineer etc.

### Citi Corp – Agile Transformation Coach

*Pune, Maharashtra, India 03/2023 – Till Date*

#### Primary Responsibilities:

- Defining transformation strategies and aligning business goals with Agile methodologies.
- Collaborated with leadership to implement Scaled Agile Framework (SAFe) practices.
- Guided Agile teams, ensuring delivery excellence and fostering continuous improvement.
- Promoted Agile adoption across portfolios, programs, and organizational levels.
- Collaborating closely with stakeholder groups to understand business needs, set and manage priorities, and provide communications and updates as to progress;
- Driving collaboration and knowledge-sharing at all levels of the organization to break down silos and achieve the best results for the organization;
- Assisting senior management with the management of the ART's backlog, coordinate inter-dependencies between teams and drive high performance across;
- Coordinating with Product Managers / Owners and Technology leaders to identify the right staffing to support the ART's priorities;
- Escalating and problem solving with executive sponsors when initiatives are at risk, have roadblocks, or are running late;
- Facilitating Agile adoption and passionately delivering great customer experience as well as operational excellence.
- Promoting the technology vision, development and delivery, operational stability and quality process improvements, adhering to and implementing Agile principles.
- Participating in execution of the Agile adoption strategy and rollout plans for identified Divisions , Portfolio , Programs.
- Coaching peers Coaches, RTEs, Scrum Masters , Product Owners, Teams and Leadership on Agile concepts, practices, benefits and metrics.
- Mentoring the Non-Agile / Delivery organization such as Managers, Leads etc.
- Developing and delivering training programs for Agile teams , programs etc.
- Establishing, Implementing and Capturing Program and Team metrics with the ability to roll up and provide an executive view to drive agile maturity.
- Actively participate in development programs to build in-house Agile Leadership
- Continuous assessment and improvement of Agile maturity levels.

## CERTIFICATIONS

- ICP-ACC
- SAFe Upgrade 6.0
- SAFe LPM 6.0
- SAFe DevOps 6.0
- SAFe RTE (6.0)
- SAFe POPM(6.0)
- Certified Management 3.0
- Kanban Management Professional
- Certified AgilityHealth Facilitator
- Agile Leadership Foundations (Scrum Academy)
- Certified Scrum Master (CSM)

## ACCOMPLISHMENTS

- Recognized as “Evolving Change Agent” by UST Leadership and Customer on many occasions for superior reliability and responses to needs.
- Awarded as an “Agile Champion” for instrumental work done during Agile Transformation at Westpac / TCS.
- “Annual Best Team Performance” Award at BU Level, L&T InfoTech Ltd.
- Instrumental in Implementing distributed agile model and CoE for delightful delivery at L&T InfoTech Ltd.
- “CLUB STELLAR Individual Excellence Award”, by the Sr. Project Manager, AVAYA.

## TOOLS

- JIRA
- Confluence
- Agile Central
- Jenkins
- Maven/SVN
- GitHub
- JUnit
- NUnit
- Selenium
- Agility
- HP QC
- QTP
- Sonar Cube
- HPE Fortify
- Perfecto etc.

## US Technologies – Agile Transformation Consultant

Pune, Maharashtra, India 08/2020 – 03/2023

- Agile Coach for a Tribe/Fleet of 20+ Scrum & Kanban teams with focus on improving the team of teams towards Quality, Performance & Potential.
- Successfully leading the agile transformation by building **Self-Organizing Model** at Department level that comprises of **400+** Global team members.
- Improved the “**Speed to Market**” and “**Cycle Time**” by **20%** across the Products and Services involved by modelling Simplified Structure and System Thinking, implemented end to end DevOps Automation etc.
- Assisted the Product Management to improve the **Product Backlog Health by 4 times** through Discovery Phases, Iterative and adaptive planning and removing the Program level impediments on time etc.
- Improved the “**Team Happiness Index**” from **60% to 90%** by motivating the team in terms of learning opportunities, rewards & recognition etc.

## Tata Consultancy Services – Agile Coach

Pune, Maharashtra, India 12/2015 – 08/2020

- Agile Coach for a Tribe of Scrum teams of 7-10 members each, with focus on improving the teams towards Quality & Performance.
- Trained and coached 8-10 Project Managers into Scrum Masters, 6-8 Business Analysts into Product Owner role.
- Developed and delivered training materials, workshops, knowledge and skills to facilitate the Agile transformation.
- Established and supported communities of practices to promote Agile roles and to help individuals develop into them.
- Coached Teams, Scrum Masters, Product Owner, Agile Managers and mentored Executives on Agile values and principles to promote continuous improvement in Practices and Artifact.
- Championed cultural change and collaborated with other Coaches for accelerating and advancing the organization's transformation.

## Previous Experience Summary:

### L&T Infotech

Mar 2012 – Dec 2015

- Advocated Agile in various roles to introduce and sustainable Agile implementation.

### IdeaS A SAS Company

Jun 2011 – Mar 2012

- Led a focused team of Quality Engineers - functional , performance aspects of products.

### Global logic India Pvt Ltd

Mar 2010 – Jun 2011

- Led cross functional team integrating SFDC , BMC Products for a Marketing Campaigning .

### AVAYA India Pvt Ltd

Apr 2007 – May 2010

- Contributed to performance tuning and testing of Contact Centre products from AVAYA

### Bitwise Solutions Pvt Ltd

June 2006 - Apr 2007

- Contributed individually as a Full stack Java developer for E-Commerce solutions.

### Penguin Soft India Pvt Ltd

Jun 2004 - May 2006

- Trainee , implemented Java based standalone and web solutions for local institutions