



# Gene Gendel

New York, NY

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## **Certified Enterprise & Team Coach (CEC-CTC) | Certified Large Scale Scrum (LeSS) Trainer (CLT)**

Senior organizational design consultant, coach, trainer and mentor • Many years of experience, working at all organizational levels • Expert in various engagement and system modelling techniques • Experience in leading multi-team, enterprise-wide agile transformations at companies of various sizes • Acknowledged public speaker, panelist, author-publisher • Global community leader • Co-creator & mentor in leading certification programs (Scrum Alliance) • Highly experienced in building internal agile communities and high-quality educational curricula

## **Summary of Employment History (20 years)**

Title/Role	Organization	Dates
Agile & Lean Coach @ KSTS Consulting, Inc	Rabobank, McKinsey, Johnson & Johnson	04/2018 - Present
Agile Transformation Leader Coach and Trainer (F/T)	JPMorgan	08/2013– 04/2018
Agile/Scrum Coach (Consultant)	McGraw Hill – Platts & Aviation Week	04/2011– 08/2013
Agile/Scrum Coach (Consultant)	Guidepoint Global, Inc	09/2010 – 3/2011
Agile/Scrum Coach (Consultant)	McGraw Hill - Standard & Poors	04/2010 – 1/2010
Agile Coach & Client Engagement Advisor (Consultant)	N-iX Partners	06/2010 – 9/2010
Agile Practice Lead /ScrumMaster (F/T)	Second Market Holdings	05/2009 – 4/2010
Agile Coaching and Training Consultant	NYC Economic Development Corp.	05/2008 – 2/2008
Multiple full-time & consulting roles	McGraw Hill, Standard & Poors, Credit Suisse FB, AIG, Fitch Ratings, Prudential	10/1997 – 05/2008

## **Functional Areas of Expertise and Focus of Work**

- (Re)assessment: focusing on structure, culture, values & maturity (KPIs), OKRs, at team and organization levels
- Professional education: training and coaching (with certification, on-demand), consulting and mentoring
- C-level support: developing agile & lean agile leadership mindset and modern management practices
- Business agility: training/coaching customers and users (value stream mapping, strategic planning, user centricity)
- Creation of educational content: building top-quality (highest industry standards) training materials
- Basic frameworks: Scrum, Kanban, Scrumban - role modelling, training and coaching for key skills/competencies
- Events & artifacts: helping to establish and bring to maturity team-level norms and working agreements
- Roles & Responsibilities: coaching Scrum Masters, Product Owners, teams members and other key roles
- Communities: building internal communities for functional learning (e.g. Scrum Masters, Product Owners, testers)
- Technical Excellence: promoting ATTD, TDD, CI/CD, DevOps, unit testing, test automation and code quality
- HR: developing career paths, performance management, promotion/compensation/incentives for employees
- Budgeting: developing rolling-wave/dynamic and iterative/flexible budget plans
- Vendor Management/Legal: assisting with design of agile contracts and SLAs with 3rd parties (vendors, partners)
- Marketing/Sales: incorporating agile ways of working and augmenting with traditional agile teams (Scrum)
- Site Strategies: advising on optimal geographic/time-zone positioning of teams, to maximize collaboration/synergy
- Scaling frameworks: tailored coaching support to organizations and teams that have adopted SAFe and Spotify
- Projects/programs/portfolios: improving organizational design, reporting and communication structure
- Traditional roles: coaching & mentoring PMs, BAs, manual testers to successfully adjust to agile ways of working
- Tooling: optimizing e-tools/techniques (Jira, Rally, Version1, VSTS/TFS) to support needs of remote teams
- Documentation: consulting on standardizing minimal viable documentation to support agile processes

**College Education:** New York University (NYU), 1990-1994