



# Gene Gendel

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**Certified Enterprise & Team Coach (CEC-CTC) | Certified Large Scale Scrum Trainer (CLT) & Coach (CLC)**  
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 of leading certification programs (Scrum Alliance) • Highly experienced in building internal agile communities and high-quality educational curricula

## Client Engagements (20+ years)

Title/Role	Client Organization	Dates
Organizational Design Consultant, Coach and Trainer <i>Managing Partner of KSTS Consulting, LLC</i>	Rabobank, McKinsey, J&J, Accenture, Wells Fargo, JPMorgan, BamTech (end-clients: USAF, Pentagon)	04/2018 - Present
Senior Business & Organizational Agility Coach	JPMorgan	08/2013– 04/2018
Senior Business & Organizational Agility Coach	McGraw Hill – Platts & Aviation Week	04/2011– 08/2013
Senior Agile Coach	Guidepoint Global, Inc	09/2010 – 3/2011
Senior Agile Coach	McGraw Hill - Standard & Poors	04/2010 – 1/2010
Senior Agile Coach	N-iX Partners	06/2010 – 9/2010
Senior Scrum Master	Second Market Holdings	05/2009 – 4/2010
Senior Scrum Master	NYC Economic Dev. Corp. (end-client NYC gov't)	05/2008 – 2/2008
<i>Multiple full-time &amp; consulting roles</i>	<i>Credit Suisse, AIG, Fitch Ratings, Prudential, other</i>	<i>10/1997 – 05/2008</i>

## Functional Areas of Expertise and Focus of Work

- Organizational: focusing on structure, culture, values & maturity (KPIs), OKRs at all organization levels
- C-level support: developing agile & lean leadership mindset and modern management practices for executives
- Team-level: professional-grade coaching of scrum masters, product owners, product managers and stakeholders
- Business Agility: supporting LOBs and products groups, in finding their own ways of becoming business resilient
- Productization: helping organizations define product operating models and product-centric org structures
- Guide-level: knowledge of Scrum, Kanban, scaling (S@S, SAFe) and de-scaling frameworks (LeSS, Nexus)
- Enterprise-wide educational content: building top-quality (highest industry standards) training materials
- Technical Excellence: promoting ATTD, TDD, CI/CD, DevOps, unit testing, test automation and code quality
- Measurements & Metrics: guiding on what is considered relevant, reliable and useful data
- Communities: building internal communities for functional learning (e.g. scrum masters and product managers)
- HR: helping develop careers, performance management, promotion/comp. supportive of product operating models
- Budgeting: guiding to adopt dynamic budgeting, shifting from projects/programs/portfolios, to products
- Marketing/Sales: incorporating agile ways of working into organizational domain beyond technology and products
- Tooling: optimizing e-tools/techniques (Jira, Rally, Version1, VSTS/TFS) to support teams and executives
- Documentation: consulting on standardizing minimal viable documentation to support required processes

## Additional Online References:

[Complete Bio](#) | [Industry Credentials](#) | [Clients](#) | [Services](#) | [Publications](#) | [Presentations](#) | [Online Resume](#)

## Education:

New York University (NYU), 1990-1994

# KSTS Consulting: General Scope of Services

Below is the list of supporting services, available on-demand, through KSTS Consulting.

•**Organizational Design (OD) Workshop For Executive Management**– this is private a session, in which participants will collectively address multiple organizational design problems, including teams- and department structure, HR norms and policies (career path/promotion/compensation), site strategies, budgeting and finance, as well as an overall business agility (adaptiveness).

- On-site and virtual
- Cost: negotiable (hourly or daily rate, or flat rate)

•**Initial and recurrent organizational assessment**: – the focus is on communication and reporting structure, HR norms and policies (e.g. career path, incentives, promotions), budgeting approaches, site strategies and more. This is crucial element of any transformation effort, as it helps an organization to reflect on its initial state and ongoing progress.

- On-site and virtual
- Cost: negotiable (hourly or daily rate, or flat rate)

•**Executive and enterprise coaching. Individual, single team and multi-team coaching** – this represents a few different coaching focus areas and varies in scope and depth of coaching content delivered, based on the audience.

- On-site and virtual
- Cost: negotiable (hourly or daily rate)

•**Internal support, tailored to raise internal talent: scrum masters and coaches (highest industry standards)**– the main purpose of this type of offering is to cultivate and support internal talent, in order to ensure long-term capabilities and autonomy.

- On-site and virtual
- Cost: negotiable (hourly or daily rate)

•**Ala carte list of trainings: Agile, Kanban, Scrum, Large Scale Scrum, Lean and more** – this is very wide array of various topics of interest, covered in structured training

- On-site and virtual
- Cost: negotiable (hourly or daily rate)

•**“SAFe Recovery” Program** – gradual steps to address adverse effects of long-term SAFe implementation, while avoiding “big-bang”, large-scale radical changes and disruptions to BAU

•**Large Scale Scrum Training** – this is a deep dive in organizational design and system dynamics, through system thinking and modelling. LeSS teaching can come in the form of *certified* and *not certified* courses, and they are geared towards product developers, business users and executive managers. Typically, HR and budgeting people also need to attend.

- On-site and virtual
- Cost: negotiable (cost per student of flat rate)

•**Product Discovery & Business Agility Workshop** – this offering is most effective, when delivered after LeSS training. It covers customer centricity, product definition and discovery, story mapping, customer journeys and much more.

- On-site and virtual
- Cost: negotiable (flat rate)

•**Lunch and Learn sessions: general and tailored topics** – this is a great opportunity to take advantage of light-weight, informal knowledge sharing discussions, ran as community events and delivered by an expert, experienced public speaker and facilitator

- On-site and virtual
- Cost: complimentary

•**Short introductory and general consulting session** – this is a friendly meet & greet session with an expert professional, and it usually involves decision makers and people that have organizational design-changing authority and control of budget

- On-site and virtual
- Cost: complimentary