



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 & 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