



Gene Gendel

gg_nyc@yahoo.com | 747-200-7979

New York, NY

<http://www.keystepstosuccess.com/>

<https://www.linkedin.com/in/ggnyc>

<https://less.works/profiles/gene-gendel>

<https://www.scrumalliance.org/community/profile/ggendel>



Cover Letter & Professional Biography

Gene Gendel is an industry veteran who began his career in product management in the late 1990s after graduating from NYU. Early in his journey, he was strongly influenced by the original Agile Manifesto community and Scrum co-creators.

Today, in the rapidly evolving world of generative and agentic AI, Gene combines deep expertise in Lean-Agile product development, organizational design, and systems thinking with advanced AI capabilities focused on modernizing how product organizations operate. He specializes in building customized GPTs, AI copilots, and intelligent automation solutions that improve product discovery, backlog refinement, stakeholder collaboration, prioritization, and delivery workflows. Using technologies such as OpenAI, Claude, GitHub, Zapier, and Python scripting, Gene develops practical AI agents and orchestration frameworks that enhance the daily work of product managers, Product Owners, Scrum Masters, Agile coaches, and leadership teams. His work bridges enterprise agility, adaptive product management, and AI-driven productivity, helping organizations create scalable, customer-focused operating models that accelerate innovation and improve outcomes.

Gene is the co-founder and Chief Product Manager-Owner of KSTS Consulting, a US-based Certified LeSS Coaching Company. He is one of the few globally recognized Certified Large Scale Scrum (LeSS) Trainers-Coaches and also holds the rare distinction of Certified Enterprise Coach (CEC) – Emeritus. In addition, he is a co-creator and holder of the Certified Team Coach (CTC) designation.

Since 2015, Gene has built several of the world's largest Lean, Agile, and Product Management communities, totaling close to 10,000 members globally. He is also an international speaker, panelist, trainer, and adviser to senior leadership and product organizations.

Gene is widely recognized for his expertise in product management, product ownership, organizational design, adaptive leadership, and systems thinking. Nearly 15 of his 20+ years of professional experience have been dedicated to helping organizations improve internal dynamics, strengthen organizational structures, and create better products across a broad range of industries.

Throughout his career, Gene has balanced coaching, training, and hands-on leadership while helping organizations move away from traditional portfolio/program/project decomposition toward adaptive funding models and clearly defined, customer-centric products. His highly sought-after LeSS classes and product discovery workshops are grounded in systems modeling and an eco-systemic perspective that integrates organizational dynamics with market realities.

In the fast-changing world of AI, Gene also focuses on preserving authenticity and protecting the core values of agile coaching professions while helping organizations thoughtfully determine which responsibilities and decisions can be effectively delegated to AI and intelligent agents.

Gene Gendel's Professional Resume – page 1

Coach, Trainer, Chief Product Owner & Co-Founder- KSTS Consulting - (April 2018–Now)

Multiple Clients: Rabobank, McKinsey, J&J, Accenture, Wells Fargo, JPMorgan, Bam Technologies (end-client: USAF, Pentagon)

Dual Responsibilities & Accomplishments:

- Led enterprise-wide transformations with strong product focus and customer centricity, emphasizing organizational design and leveraging system thinking/system modelling. Advised on product operating models; built product-centric org structures and coached senior product managers and product owners
- Delivered training, consulting and mentoring in areas such as defining product vision/mission/strategic objectives, customer journey mapping, product discovery & definition workshops.
- Supported C-level leadership in improving organizational structure, developing lean and agile mindset, establishing OKRs/KPIs, aligning team and organizational maturity with values, culture.

Impact & Outcomes:

- Enabled clients to move from traditional project/portfolio decomposition toward adaptive/flexible budgeting aligned with products.
- Increased speed to market, by shortening feedback loops and cycle time, as well as by optimizing product backlogs; improved ROI through data-driven prioritization.
- Reduced organizational friction and improved customer satisfaction by redesigning structures, clarifying roles/responsibilities, and promoting transparency.

Senior Product Manager & Organizational Agility Coach — JPMorgan - (August 2013–April 2018)

Dual Responsibilities & Accomplishments:

- Coached multiple business units on product centricity, product discovery, customer centric development; applied organizational dynamics and system modelling to expose system root causes of problems.
- On-demand, served as Scrum Master, Product Owner & Product Manager in various coaching scenarios, leading by example to demonstrate agile practices.
- Introduced Lean-Agile leadership practices, restructured teams, established effective collaboration across product, engineering, business stakeholders.

Impact & Outcomes:

- Delivered measurable improvements in cycle times, increased product throughput; improved alignment of stakeholder expectations.
- Strengthened internal capability via training, professional education, establishing communities of practice (Scrum Masters, Product Owners).

Product Manager & Agile Coach - McGraw Hill (Platts/Aviation Week) - (April 2011–August 2013)

Dual Responsibilities & Accomplishments:

- Emphasized system thinking to align organizational structure with product definition and focus; advised on teams structure, values, maturity, and reporting.
- Designed and delivered training/coaching in customer journey mapping, user story mapping, product discovery & definition.

Impact & Outcomes:

- Improved customer centric product definition processes; increased efficiency in prioritization & backlog refinement.
- Enhanced transparency and accountability through establishing meaningful metrics & OKRs.

Gene Gendel's Professional Resume – page 2

Senior Agile & Product Coach - GuidePoint Global, Inc. – (September 2010–March 2011)

Responsibilities & Accomplishments:

- Coached teams in product and product owner roles; leading by example as Product Owner/Product Manager in pilot product initiatives.
- Focused on product operating model design, building product centricity, training in agile frameworks (Scrum, Kanban).

Senior Product Coach / Product Owner - McGraw Hill (Standard & Poor's) – (April 2010–Jan 2010)

Dual Responsibilities & Accomplishments:

- Introduced product discovery techniques, user story mapping; worked on aligning technical domains and product requirement areas.

Senior Agile Coach / Product Manager - N-iX Partners – (June 2010–September 2010)

Responsibilities & Accomplishments:

- Developed training materials for off-shore (Eastern Europe) delivery centers, to educate Scrum Masters and Product Owners. Delivered training, followed by individual and team-based coaching support.

Senior Scrum Master - Second Market Holdings - (May 2009–April 2010)

Responsibilities & Accomplishments:

- Led Scrum teams, coached cross-functional development, emphasizing technical excellence (CI/CD, test automation) and quality.

Scrum Master/Product Owner - NYC Economic Development Corp - (May 2008–Feb 2008)

Dual Responsibilities & Accomplishments:

- Facilitated agile adoption in public sector context; trained teams and stakeholders; introduced minimal viable documentation and working agreements.

Multiple FTE & Consulting / Product -CSFB, AIG, Fitch, Prudential – (Oct 1997–May 2008)

Responsibilities & Accomplishments:

- Broad experience in product strategy, product management and product backlog prioritization
- Supported full product lifecycles: product discovery, backlog management, aligning product backlog with long-term product strategy
- Assisted senior product managers in day-to-day operation and interaction with external clients

Impact & Outcomes (aggregated):

- Through these roles, helped organizations improve product alignment with customer needs, reduce waste, and transition from project oriented thinking to product oriented operations.
- Built internal competence by mentoring product owners, scrum masters and product managers.

KSTS Consulting: General Scope of Services

Below is the list of supporting services, available on-demand, directly through KSTS Consulting, under the Copr-to-Corp engagement model. The below hyperlinks lead to online description of each item. The offered services can be delivered remotely and on site. Costs are negotiable. Some offers are complimentary.

- **[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/promotion/compensation), site strategies, budgeting and finance, as well as an overall business agility.
- **[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.
- **[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.
- **[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.
- **[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.
- **[“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.
- **[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.
- **[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.
- **[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.