

DHARMENDRA KUMAR
CISM, PMP, CSM, SPOC, SAMC, SCT, ITIL, LSSBB, DOL, ICC-ACP
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Certified Information Security Manager (CISM), PMP, Certified Agile Coach (ICP-ACC), Certified Scrum Master, Certified Agile Master, Certified Product Owner, Lean Six Sigma Black Belt, ITIL, Certified Scrum Trainer, AWS Certified Solutions Architect, Certified DevOps Leader, SGP SAFe 5 Summary

- Agile Coach/DevOps Leader with 24+ years' experience in delivering cost-effective, high-performance information technology solutions aligned with the objectives of the Enterprise.
- Out of the box thinker and helping business achieve cost savings through latest technologies and Business process Improvement.
- Expert in Digital banking, Agile transformation, Cloud Transformation, Artificial Intelligence.
- Managed large and Mid-size P&L, Business Transformation, Global Operations & Delivery Execution & Excellence, IT Strategy and Management across the Enterprise, Strategic Outsourcing, Product Development across Industries for the fortune 500.
- Extensive Experience in launching multiple Agile Release Trains, building a Continuous Delivery Pipeline with DevOps culture, Lean Portfolio, and strong understanding for SAFe Implementation in the enterprise.
- Establish a high-performing Salesforce/CRM team and effectively manage systems-related projects and initiatives on time and within budget and Provided technical leadership and expertise in the CRM space across the organization.
- Excellent team motivator. Shared the Company and Customer Vision with each team and help them to grow and make them feel appreciated. Minimum attrition in my team for past several years.
- Providing solutions to an acceptable level of risk by balancing scope, time, cost and quality while maintaining a positive environment that promotes individual development and high-performance standards.
- Directing and managing large scale programs from forecasting & budgeting planning, scheduling, organizing, and tracking processes, ensuring the feasibility of each project.
- Managing and leading projects with team sizes ranging from 20-200 people, leading diverse and dynamic teams located domestic and offshore sites.

Technical & People Management Expertise:

- Problem solving
- Technology Architecture & Integration
- Vendor Management including Development, Operations & Maintenance
- IT Governance/Program Management/ITIL
- Employee Coaching, Mentoring, Motivation.
- SaaS, PaaS, IaaS, and Cloud Transformation.
- Data Center Operations and management.
- P&L, Costing, Budgeting, Resource Planning / Hiring

Tools & Technology Experience : IBM AIX, Sun Solaris, Windows 7/10, PowerShell, Bash, Web Logic, WebSphere, S390, Project Server, MS Project, Clarity, MS Visio, MS Access, Oracle, Informatica, Mainframe(COBOL,CICS,JCL,VSAM), Pega, TFS, MS Sql server, TFS(team Foundation Server), Pega, SonarQube, Junit, Selenium, Cucumber, Bitbucket, Confluence , Salesforce, Bamboo, Jira , GIT, Bitbucket, Puppet , Chef , Jenkins, Bamboo , Gherkin, TDD Dockers, Salt stack, Ansible, Nagios, Kubernetes , Splunk Data warehouse, Tableau, Mercury Quality Center, NDM, Visual Basic, J2EE, .net, JavaScript, MQ series FileNet, NDM ,TIBCO, Base SAS, Maven, SAS Campaign Management, SAS Digital Marketing, Data Flux, FIS AML, FIS eGifts-GIFTS software , Acuity, Check 21 , Peachtree ,BODI, BOXI, Agile / Scrum Methodology, MuleSoft ,Scrum, Kanban, Safe,

Engagement experience:

Us Department of Agriculture (Federal Government)
Rural Development
(Unified Residential Lending Application)
Washington dc
Agile Coach / RTE/ DevOps Leader (CI/CD Expert)
October 2019 – Till Date

- Managing Agile transformation and scaling Agile across the organization.
- Facilitates Agile events to help promote continuous learning across the organization.
- Responsible for sharing ownership, adoption, and maintenance of the Agile methodology with other Agile Methodology leads/coaches.
- Facilitated workshops and discussions to generate new ideas about development among Scrum masters via Scrum master Forum.
- Wrote Puppet manifests and modules to deploy, configure, and manage servers.
- Automated build and deployment using Jenkins to reduce human error and speed up production processes
- Reduced deployment time for critical agile project infrastructure from ~1 month to 2 days
- Installed and configured Nagios to constantly monitor network bandwidth, memory usage, and hard drive status
- Managed GitHub repositories and permissions, including branching and tagging.
- Extensive experience on mature Test Automation, DevOps practices (Deployment Pipeline, Cross-team collaboration, Test-driven Development, CI/CD).
- Launched multiple Agile Release Trains, Continuous Delivery Pipeline with DevOps culture, Lean Portfolio.
- Successfully implement SAgile in the organization.
- Helped team understand various CI/CD Process, Effective use of Burn-up and Burn-Down Chart, Cumulative flow and other Agile Metrics that help team / PO improve every Sprint / Release.
- Responsible for Coaching Release Train Engineers, Product Management, Epic Owners at the program level, and coaches Scrum Masters and other team leads on their respective functions within an Agile team.
- Helped Enterprise/teams with Agile community of practice and Agile Governance, Devops Culture in URLA Mortgage was instrumental in designing a course that fit's Bank Standards without compromising agile values.
- Managed and presented Agile health dashboard to Sr Management for efficiency and process improvement.
- Coached Product owners understanding their Roles / responsibilities in an Agile world.
- Helped business understand on How to write User Stories, Acceptance criteria, Story Acceptance, and value of being part of the team.
- PLAN an Agile Release s effectively using Story points.
- Experience creating Agile training materials (e.g., Agile Introduction, Scrum Master, Product Owner, or Understanding User Stories)

First Abu Dhabi Bank
Washington dc
Agile Coach
January 2019 – Sept 2019

- Empowered teams by guiding and educating them on how to sort through cross-team dependencies, inter-team coordination, and department / program level roadmap discussions with business and internal IT stakeholders.

- Leveraged scrum rituals and metrics to increase visibility transparency at the program level encouraged discussion among internal resources to resolve challenges in a self-organizing fashion.
- Expertise on Agile transformation and scaling Agile across the organization.
- Facilitates Agile events to help promote continuous learning across the organization.
- Understands the difference between being directive versus enabling self-organization to flourish.
- Responsible for sharing ownership, adoption, and maintenance of the Agile methodology with other Agile Methodology leads/coaches.
- Facilitated workshops and discussions to generate new ideas about development among Scrum masters via Scrum master Forum.
- Extensive experience on mature Test Automation, DevOps practices (Deployment Pipeline, Cross-team collaboration, Test-driven Development, CI/CD).
- Launched multiple Agile Release Trains, Continuous Delivery Pipeline with DevOps culture, Lean Portfolio.
- Successfully implement SAFe in the organization.
- Observed as coach effectiveness with focus on Scrum Masters, Product Owners and Development Teams to ensure the Agile Principles and Manifestoes are respected and followed.
- Helped team understand various Agile Metrics, Effective use of Burn-up and Burn-Down Chart, Cumulative flow and other Agile Metrics that help team / PO improve every Sprint / Release.
- Responsible for Coaching Release Train Engineers, Product Management, Epic Owners at the program level, and coaches Scrum Masters and other team leads on their respective functions within an Agile team.
- Responsible for Coaching organization through change, helping identify and attack organizational impediments which limit team productivity and quality, and develops strategy for Agile too.
- Helped Enterprise with Agile community of practice and Agile Governance in Bank. Was instrumental in designing a course that fit's Bank Standards without compromising agile values.
- Managed and presented Agile health dashboard to Sr Management for efficiency and process improvement.
- Coached Product owners understanding their Roles / responsibilities in an Agile world.
- Helped business understand on How to write User Stories, Acceptance criteria, Story Acceptance and value of being part of the team.
- Helped PO's understand agile metrics for Reporting purpose.
- PLAN an Agile Release s effectively using Story points.
- Agile Coach on large programs (100+ people) making a transition to an Enterprise Agile framework.
- Experience creating Agile training materials (e.g., Agile Introduction, Scrum Master, Product Owner, or Understanding User Stories)

M&T Bank

Buffalo/Baltimore

Agile Coach/RTE (MDM, Digital banking)

August 2017 – Till Jan 2019

- Act as the Application Technology Lead responsible for end-to-end delivery of technology change requests, driving business needs into technical requirements, and adherence to internal application controls.
- Provide application support and training for Front Line Unit and Enterprise Control Function teams on interdependency mapping deliverables.
- As part of Commercial Lending division of M&T Bank, I manage end-to-end technology solution delivery.
- Lead technology review sessions presenting on application health and metrics to the executive leadership team.
- Expertise on Agile transformation and scaling Agile across the organization.
- Facilitates Agile events to help promote continuous learning across the organization.
- Strong experience of QA process, automation, Manual, ETL and performance programs.
- Analyzed large complex dataset resulting in self-architected solution for risk mitigation system and process improvements.
- Experience working as an Agile Coach on large programs (100+ people) making a transition to an Enterprise Agile framework.
- Extensive experience with Scaled agile (SAFe).
- Extensive experience with BDD/TDD process.
- Experience with standard Agile project performance metrics and reporting
- Experience using Scrum and one or more common Agile implementations (i.e., Kanban, Lean, etc.)
- Experience creating Agile training materials (e.g., Agile Introduction, Scrum Master, Product Owner, or Understanding User Stories)

- Established enterprise data and application governance subject matter.
- Managed Offers Management (OM) production defects and enhancements with onshore/offshore resources.
- Led triage sessions with Consumer & Commercial Lending support teams to facilitate root cause analysis for OM defects.
- Designed a regression and cross-channel testing process that was executed prior to software releases.
- Extensive experience on mature DevOps practices (Deployment Pipeline, Cross-team collaboration, Test-driven Development, CI/CD)
- Led a crossline of business task force that changed the strategy for customer information protection.
- Conducted IT project and staffing analysis for the company's IT Leadership (CIO) Council.
- Implemented workforce governance, location strategy, vendor mgmt., recruitment controls, and org design.
- Managed and presented Agile health dashboard to Sr Management for efficiency and process improvement.
- Generated KPI reporting to measure progress against targets and facilitate senior management decision making.
- Established communications strategy including town hall meeting series and content, and department newsletters.

PNC Bank

Pittsburgh

Agile Coach:

March 2016 –Aug 2017

- Drove adoption of Agile and Lean software development methodologies Scrum, XP, Safe and Kanban practices across teams.
- Expert at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-management.
- Capable of bringing overwhelming enthusiasm and awareness to projects, applying expert judgment to the removal of impediments, keeping teams focused and delivering success in rapidly evolving and dynamic environments.
- Experience working as an Agile Coach on large programs (100+ people) making a transition to an Enterprise Agile framework
- Experience with standard Agile project performance metrics and reporting
- Experience using Scrum and one or more common Agile implementations (i.e., Kanban, Lean, etc.)
- Experience creating Agile training materials (e.g., Agile Introduction, Scrum Master, Product Owner, or Understanding User Stories).
- Extensive DevOps practices (Deployment Pipeline, Cross-team collaboration, Test-driven Development, CI/CD).
- Experience delivering Agile training sessions to various audiences (i.e., technical, non-technical, management, or executives)
- Scrum Agile Areas of expertise include Agile Principles, Tasking Meetings/Retrospectives, Communication Relative Estimation, Story-Based Development, Iteration/Sprint Planning Meetings and Conflict Resolution.
- Provides test execution guidelines. Perform the smoke and sanity test on any deployed build and gives a go ahead for the team to continue testing. Participates in the test execution
- Holds defect review meetings with the concerned development and support teams. Collects metrics and Supports UAT
- Outstanding organizational, communication, and presentation skills. The daily work status, Report defects, Prepare test reports, Test metric collection. Participate in the defect review and other project related meetings as needed.
- Guiding the team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks.
- Assessing the Scrum Maturity of the team and organization to coach the team to higher levels of maturity at a pace that is sustainable and comfortable for the team and organization.
- Removing impediments or guiding the team to remove impediments by finding the right personnel to resolve issues.

Citigroup

Agile Coach /RTE/Scrum Master/ Delivery Manager

New York, Baltimore

April 2004 – March 2016

- Responsible for timely & qualitative delivery of all development/maintenance of work Packets for multiple projects.
- Monitoring planned releases & efforts, project plans, budgeting and estimation, measuring progress and risk management.
- Successfully implement SAFe at the Program, portfolio, enterprise level.
- Expertise on Agile transformation and scaling Agile across the organization.
- Facilitates Agile events to help promote continuous learning across the organization.
- Understands the difference between being directive versus enabling self-organization to flourish.
- Responsible for sharing ownership, adoption, and maintenance of the Agile methodology with other Agile Methodology leads/coaches.
- Experience with configuration management database (CMDB).
- SME for Digital banking, Consumer & commercial Lending.
- Responsible for Coaching Release Train Engineers, Product Management, Epic Owners at the program level, and coaches Scrum Masters and other team leads on their respective functions within an Agile team.
- Extensive DevOps practices (Deployment Pipeline, Cross-team collaboration, Test-driven Development, CI/CD), Test Automation.
- Quickly establish collaborative partnerships with key stakeholders and team members to help them in their journey of adopting Agile methodology
- Provide coaching and training at the program and team levels in an emerging Agile environment
- Assess the current organization and delivery environment and recommend optimal Agile practices tailored to the client
- Perform in various agile roles, including Scrum Master, Product Owner where needed
- Experience working as an Agile Coach on large programs (100+ people) making a transition to an Enterprise Agile framework
- Experience with standard Agile project performance metrics and reporting.
- Experience using Scrum and one or more common agile implementations (i.e., Kanban, Lean, etc.)
- Experience creating Agile training materials (e.g., Agile Introduction, Scrum Master, Product Owner, or Understanding User Stories)
- Experience delivering Agile training sessions to various audiences (i.e., technical, non-technical, management, or executives)
- Plan, coordinate and facilitate all scrum ceremonies.
- Influence at all levels of an organization and help implement recommended changes
- Organizing and facilitating project planning, daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos, and other Scrum-related meetings
- Tracking and communicating team velocity and sprint/release progress to all affected teams and management

- Facilitating discussion and conflict resolution to improve team productivity while promoting continuous improvement
- Updating Agile tracking systems to provide transparency on product and sprint backlogs
- Assisting team in making appropriate commitments through story selection and task definition
- Ensuring that the development teams are practicing the core Agile scrum principles
- Strong collaborative skills, service oriented, and strong interpersonal skill with various levels of business and technical staff.
- Responsible for all client communications, conflict resolution, and compliance on client deliverables and revenue.
- Owns the contract and contract renewals for all Fixed Price and T&M work for existing account.

Computer Sciences Corporation (CSC)

Jan 2002-Mar 2004

Project Manager

- Develop project schedules, communication of business requirements, recommendations for system solutions, completion of project deliverables, status reporting, development and execution of system testing.
- Act as liaison to the operations and technical teams and perform some technical tasks, Monitor Project Progress and Communicate Project Status to all stakeholders.
- Operate as a Full Lifecycle Leader with end to end responsibility and ownership for process/Service Offering.
- Requirement analysis and preparing system architecture, system design; Program testing and bug fixing.

AT&T

Jan 2001-Jan 2002

Project Manager/Lead

- Developed project schedules, communication of business requirements, completion of project deliverables, status reporting, development and execution of system testing.
- Act as liaison to the operations and technical teams and perform some technical tasks, Developed Master Test Plan and detailed QA Plans/cases/reporting).
- Reviewing project requests for change to scope to evaluate any impact
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Multiple Clients

Jun 1996 -Jan 2001

Tech Lead and Programmer Analyst

- Requirements analysis and preparing system architecture, system design and documentation
- Program testing and bug fixing and Unit test plan and system test plan

EDUCATION:

- Bachelor of Engineering, Electronics and Communication, Mangalore University 1996

CERTIFICATIONS:

- Banking Customer Information system, Loan, Deposit, Bank Credit Card.
- **Project Management Professional (PMP)**
- Competent Communicator Toastmaster.
- Scrum Master Certified.
- Product Owner Certified
- Agile Master Certified.
- Lean six sigma black belt
- ITIL
- **Certified Agile Coach**

- Certified Scrum Trainer
- AWS Certified Solutions Architect
- **Certified Information Security Manager (CISM)**
- **DevOps Certified Leader**
- **Certified SAFe 5 Government Practitioner**