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| *+*91 9836672094  [papaiabhishek2004@gmail.com](mailto:papaiabhishek2004@gmail.com) | **ABHISHEK BOSE** |

**Professional Profile**

**PROJECT MANAGEMENT | AGILE COACH | PROGRAM MANAGER**

Professional with **15 years** of experience predominantly in the areas of:



**Project & Program Management / Agile Transformation**

**Release Management, Agile Coaching**

**Resource & People Management**

**Access & Scope Management/ Technical Consultancy**

**Architecture & Solution Designing/ Team Management**

**** Technically sophisticated and Certified Agile Practitioner, Project Management professional with continued career progression & documented history of bridging technical and managerial acumen, coupled with an insightful exposure to IT management, business delivery, and roll-out.

**Career Objective**

To obtain a challenging position in a high as Agile Coach in an IT environment where my resourceful experience and academic skills will add value to organizational operations**.**

**** Proficient in Enterprise Agile Transformation, Agile Coaching, Program Management, DevOps, and SRE Coach. Innate strengths in gathering product usage data, product features, and product deployment with DevOps.

**** Highly empowered professional with over 14 years of experience within all facets of Project Management, and Application Development. Adept in needs assessment, business process understanding, requirement mapping, functional documentation, procedure development, training, business process re-engineering, and final project execution and documentation.

**** Adept in understanding product requirements, resource allocation and mapping, devising product development roadmap.

Affluent in tracking and analyze patterns of client feedbacks and translating needs to product functionalities.

**** Dexterous in providing solutions by mapping customer business problems/requirements as well as implementing best practices aligned to SDLC and business processes; implementing tools for appropriate prioritization and effective project tracking, monitoring, and status reporting in liaison with key leadership and product ownership. Highly experience in Agile Transformations.

**** Demonstrated ability in simultaneously managing complex projects, leading the coordination of shared resources, common activities, and other dependencies across projects; conversant with concepts & application of quality/process improvement tools to facilitate smooth functioning of overall project operations, thereby improving delivery and control costs.

# Performance Milestones

* Successfully executed Kanban Process Standardization activation to all Kanban teams
* Played an instrumental role in workflow standardization amongst all Scrum teams
* Credited for preparing Big Room Planning road map and implementing the same.
* Applauded for improving employee engagement by **12%**
* Successfully reduced the cost of delivery by 8% YoY
* Increased the throughput by 10% YoY
* A distinction of increasing efficiency by 15% through creation and implementation of RoboFactory Framework.
* Bestowed with the **Best Operation Excellence** team Award in DBS
* Credited with **Best Employee** Award of Q2 2019 and Q1 2020 in DBS
* Rewarded with **Valuable Employee** award twice in IBM
* Received **SPOT Award** thrice in Ericsson

# Work Experience

**Feb 2019 - Present: DBS, Hyderabad, India as Agile Coach**

**Aug 2016 - Feb 2019: IBM India Pvt Ltd., Hyderabad, India as Agile Coach**

**Nov 2013-Aug 2016: Ericsson India Pvt. Ltd., Kolkata, India as Scrum Master**

**Dec 2011-Nov 2013: Tech Mahindra, Kolkata,India as Tech Lead**

**Feb 2010 - Dec 2011: TCS, Kolkata, India as Tech Lead**

**Jun 2006 - Feb 2010: IBM India Pvt Ltd., Bangalore, India as Developer**

**Domain Responsibilities**

## As Agile Transformation Coach

**** Actively involved in collaborating for the creation and evolution of the Agile transformation roadmap and driving activities across the organization.

**** Support the development and monitoring of Agile adoption/maturity metrics to aid in accelerating overall Agile transformation efforts and to gauge the maturity progress of new and existing teams

**** Define and ensure consistent agile standards and best practices in alignment with the organization's vision. Implement best practices for scaling and optimizing the agile practice.

**** Provide individual coaching to delivery team members, managers, executives, and other employees throughout the company and develop training materials and deliver them across the organization.

**** Participate, organize, facilitate communities of practice to help foster lean and agile thinking. Mentor Agile delivery teams, their coaches, stakeholders, and leaders to help them adopt the mindset and practices needed to transform the organization.

**** Coache/Facilitate in lean thinking and development of Minimal Viable Products (MVP); Coach Release Train Engineers, Product Management, Epic Owners at the program level, and coaches Scrum Masters and other team leaders on their respective functions within an Agile team.

**** Work closely with partners, particularly Scrum Masters, Product Managers, and Engineer Managers, to evaluate a Product Teams agile and product maturity and strategies to address gaps.

**** Active coaching of Product Teams and leaders, facilitation, and coaching of quarterly planning events, and development of product-specific coaching plans to mature the Product Teams and leader’s skills and mindset.

**** Coach multiple teams simultaneously by directly observing team activities, guide them through Agile discovery and learning, provide general and role-based training, and help raise and solve impediments.

**** Work in a hands-on manner with the teams as well as in a consultant model, helping the teams with agile ceremonies, roles, collaboration, and artifacts to reach greater success in project delivery.

**** Help identify and coach champions within each functional area, who can continue the maturity journey and act as local mentors/coaches for more junior product/project team members.

**** Contribute to the brain-trust of defining end-to-end processes that support Agile principles. Develop training/certification materials and forums both for existing teams and the onboarding of new talent.

**** Raise recurring/widely observed issues and bottlenecks to stakeholders; develop and implement comprehensive solutions.

**** Coaches organization through change, helping identify and attack organizational impediments which limit team productivity and quality and develop a strategy for Agile tooling.

Worked with senior leadership on understanding and embracing the aspects of agile software development that help them achieve their goals without creating churn on development teams.

## As Project Lead.

**** Steer the complete life cycle of project management including analysis of operational requirements, translating new ideas into process-specific solutions, delivery, scrum, support, analysis, and documentation

**** Shouldered the responsibility of training and transitioning the team to work on Agile Environment

**** Developing relationships with business stakeholders and leadership teams across geographies and departments; working on changes, issues, risks, and contingency plans.

**** Recommending and enforcing IT procedures and standards for adherence of project output to audit and compliance

**** Accountable for creating and managing a project plan, dashboards, and high-end reports for monitoring, etc.

**** Responsible for maintaining resource hiring data and plan vs. actual to ensure proper resource utilization and alignment.

**** Spearheaded entire project management activities with final accountability for project deliverables, stakeholder management, client satisfaction, schedule management, requirements management, and overall project team performance.

**** Hold accountability for escalating any deviations from the plan to the senior management and work with the owners on mitigations.

**** Judiciously document plans in the project management software and use the appropriate tools to baseline and monitor tasks to achieve business results by established critical dates.

**** Working closely with project managers, QA leads, delivery managers for periodical progress updates and to ensure timely deliverables.

**** Responsibilities include resolving, tracing, and escalating critical issues to minimize project risk factors.

**** Effectively liaise with multiple teams and ensure the dependency, coordination, and integration between teams are managed.

**** Responsible for client/user interaction for requirement gathering, risk assessment, and finalization of technical architecture

# Education & Credentials

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| 2016 | **MBA** in Project Management from Sikkim Manipal University, 2016 [Secured 76.25%] |
| 2006 | **B.Tech. in Electronics & Communication Engg**., West Bengal University of Technology, Kalyani Govt Engineering College |
| 2002 | **Higher Secondary**, Hooghly Branch School from W.B.C.H.S.E, [Secured 79.2%] |
| 2000 | **Secondary**, Hooghly Branch(Govt.) School from W.B.B.S.E. [Secured 85%] |

**Technical Skills**

**Operating System** : LINUX, AIX, Sun Solaris, Windows,Red Hat Linux 7.4

**Programming Languages** : PL/SQL

**Scripting Languages** : Shell ,PERL

**Web Technologies** : JSP , HTML , Servlet

**Database Management** : Oracle 9i,Oracle 10g, Sybase SQL Server 11.0.2

**Source Control** : Rational Clear Case, RCS,SVN

**Office Tool :** MS-Office, MS-Excel,MPP

**Product**: Stream Serve Bill Presentment Tool, Kenan Arbor BP, IPCentre Automation Tool

**Framework** : KANBAN/Sprint/SAFe 4.5, Prince2, e-TOM (Service Delivery Management)

# Certifications:

* Leading SAFe 4.5 Certified
* ICP ACC
* Certified Scrum Master
* Prince2 Agile Foundation
* e-TOM ( Service Delivery Manager ) Certified
* ITIL Foundation Certification.
* Oracle Certified Programmer in Developer Track OCP
  + Introduction to Oracle 9i: Sql (Code 1Z0-007),
  + Oracle 9i -Programme with PL/SQL (Code 1Z0-147),
  + Oracle Forms: Build Internet Applications (1Z0-141)
* OCA (Oracle Certified Associate) in DBA Track
  + Introduction to Oracle 9i: Sql (Code 1Z0-007)
  + Oracle9i Database: Fundamentals I(Code 1Z0-031))
* AIX Basic Operations V5. Test No 190
* Sun Certified Java Programmer SCJP 1.4 (Sun Certified)
* Sun Certified Web Component Developer(SCWCD)

# Personal Details

Address: Room No 402, Swacch Residency, House No: 1-98/89/B, Sai Nagar, Madhapur, Hyderabad Date of Birth: 14th March 1984

Nationality: Indian

Marital Status: Married

Languages Known: English, Bengali, and Hindi

**References**: Will be provided upon request ….