

SUSHIL BHATTACHAN

(ICP-CAT, ICP-ENT, SAFe SPC4, CSP, CSM, CSPO, PMI-ACP, ICP-ATF, ICP-ACC, Management 3.0, AHR Facilitator, MBA)

Latest blog: <https://tinyurl.com/st36wzq>

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An **Enterprise Agile Transformation Coach and Trainer**, highly passionate about delivering customer value by coaching leaders embrace agility to unlock the true potential of their organization. Helps organizations build **happier self-organizing teams, reduce time-to-market, increase quality & productivity, and promote adaptation to changing business needs**. Believes “Collective Ownership, Collaborate to Deliver and Reflect to Improve” as fundamentals to grow Agility in an organization.

Has track record of successful Agile Transformation in large enterprise, high growth organization and start-up(**Anthem Insurance, PwC, BBVA Compass Bank, Blue Shield of California, Nielsen, Kforce, M-ize, Pilgrim Software**) at multiple levels(**Portfolio, Program and Team**). Has implemented **SAFe in multiple ARTs** taking them to a higher maturity level.

Has experience of leadership roles in product management, project management, engineering management and process improvement. Has the right blend of business and engineering thorough work experience and academics (engineering and MBA) that enhances his capacity to be a well rounded Enterprise Transformation Agile Coach. Practices a **holistic change management process** that considers all aspects of an organization's structure, leadership, culture, practices and tools for successful Agile transformation.

- Implemented Agile successfully in multiple organizations.
- Successfully led Agile transformation of 600+ people business unit from waterfall environment increasing collaboration and delivering product early and frequently
- Trained Agile/Scrum/SAFe to more than 800 team members, scrum masters and POs.
- Implemented SAFe in multiple ARTs including Value Stream Mapping, Training and Launching Train reducing the feature cycle time substantially
- Agile transformation of Data and Analytics plus Machine learning teams increasing transparency, alignment and employee engagement
- Trained and Implemented Kanban for non technical teams
- Coached Leaders, SAFe RTEs, SAFe Product Manager POs, SMs and teams throughout their Agile transformation journey
- Honed rich expertise in software development best practices/compliance including waterfall, Rational unified process, Agile methodology (Scrum, Kanban), Scaled Agile Framework (SAFe), CMM, ISO.
- Successfully led releases of multiple enterprise applications for compliance and quality management to FDA regulated fortune 500 customers.
- Successfully implemented multiple products for different customers enhancing the user experience with user centric analysis/design and usability tests and supporting their go live and production system.
- Experienced in the business domain of media rating, ecommerce, social network, (FDA) compliance and quality management, insurance, financial accounting, banking and utility billing.

Core Competencies

**Enterprise Agile Transformation | Agile coaching | Agile Training
Product Management | Process Improvement | SAFe**

PROFESSIONAL EXPERIENCE

PricewaterhouseCoopers (Clients: Blue Shield of California)

Agile Coach

2020 Sep – Present

Worked as Senior Agile Coach for Agile Transformation of the entire IT organization and leadership across the board working on Agile Transformation Strategy, Executive Training, Portfolio and Team Training/implementation while establishing and supporting Agile CoE, supporting change management, human resource and corporate training division.

Key Highlights:

- Supported Executive Agile Training from design to execution
- Conducted Agile mindset training for portfolio team
- Supported POV development for change management and Agile funding.
- Developed Training material with learn do approach.
- Mentored internal Agile coaches
- Conducted Design Sprint session for Compliance Challenge
- Supported CoE establishment
- Supported CoE on Agile Transformation strategy development

AgileThought (Subcontract for PricewaterhouseCoopers)

2019 May- 2020 Sep

Agile Coach for Accounting and Finance Reporting group

2020 Jan - 2020 Sep

Overall responsible for Agile Transformation of Finance group (non-technical) including agile transformation strategy, team design, training (leadership and team), agile transformation roadmap, Agile tools, coaching, agile maturity and agile metrics.

Key Highlights:

- Designed, Trained and launched cross functional Agile Kanban teams
- Coached leaders, Service request manager, service delivery manager and teams throughout their Agile transformation journey
- Implemented Azure DevOps as Application lifecycle management tool
- Implemented OKRs
- Increase employee engagement, alignment, transparency substantially
- Implemented WIP limit and reduced overall cycle time for user stories
- Conducted team health assessment
- Define Agile Metrics and initiated measurement
- Designed and implemented portfolio and program level kanban and events

Agile Coach for D&A

2019 May - Dec

Overall responsible for Agile Transformation of Data Analytics and Machine learning teams including agile transformation strategy, team design, training (leadership and team), agile transformation roadmap, Agile tools, coaching, agile maturity and agile metrics.

Key Highlights:

- Designed, Trained and launched cross functional Agile teams
- Coached leaders, POs, SMs and teams throughout their Agile transformation journey
- Implemented Azure DevOps as Application lifecycle management tool
- Increase employee engagement, alignment, transparency substantially

- Reduced overall cycle time for features
- Developed Scrum Master competency framework and conducted assessments
- Conducted team maturity assessment
- Define Agile Metrics and initiated measurement
- Implemented WSJF prioritization technique at feature level
- Designed portfolio and program level kanban and events

BBVA Compass Bank

Agile Coach

2019 Feb – 2019 Apr

Worked as Agile Coach for Client Solution team training and coaching 20+ POs working with engineering team. Mentored internal Agile coach candidate.

Key Highlights:

- Trained 20+ POs on Agile, scrum and backlog management
- Mentored POs to create their backlog(Epics, Features, Stories) from group up
- Increase collaboration between User Experience designer POs and team

PricewaterhouseCoopers (Clients: Anthem Insurance)

Agile Coach

2017 Sep – 2019 Jan

Worked as Program Agile Coach for SAFe Implementation of multiple business units for Anthem Insurance that had more than 800 Agile Teams as their Agile Transformation Initiatives. Responsible for coaching the leadership team, coaching ART Launch team, working with Agile CoE to align business unit transformation with CoE guidelines and coaching team on their Agile transformation Journey.

Key Highlights:

- Launched Agile Release Train supporting them from inception including Leadership workshop, Value Stream Mapping, Launch, PI Planning etc.
- Enhanced Agile Culture of matured Agile Release Train to solve problem effectively using Interaction/Collaboration over Process and Tools
- Trained Agile BootCamp training to multiple Agile teams and Business group
- Coached leaders, POs, SMs and teams throughout their Agile transformation journey.
- Conducted agile team onboarding and agile Teaming Up (Team bonding) workshop.
- Conducted Agility Health Radar assessment for multiple teams and supported their maturity

Nielsen Company, Oldsmar, FL

Agile Coach

2015 Nov – 2017 Aug

Overall responsible for Agile Transformation of Engineering organization in Nielsen Company including agile transformation strategy, training (leadership and team), agile transformation roadmap, Agile tools, coaching , agile maturity and agile metrics.

Key Highlights:

- Led Agile transformation of 500+ people from the waterfall environment successfully.
- Trained Agile/Scrum to leaders, 400+ team members, scrum masters and POs.
- Coached leaders, POs, SMs and teams throughout their Agile transformation journey.
- Conducted agile team onboarding and agile team revisit workshop(US and India).
- Implemented Agile tools Jira, Confluence and Agilecraft.

Kforce Inc, Tampa, FL

Agile Coach

2015 Feb –2015 Nov

Coaching two teams to deliver software using SCRUM and facilitating all SCRUM ceremonies like backlog refinement, sprint planning, daily meeting, sprint review, sprint retrospect. Implementing program level Agile practices bringing good practice from SAFe Agile practices, and home grown LEAF practice.

Key Highlights:

- Initiated collaboration between scrum coaches to build the SCRUM standard across multiple teams.
- Implemented different types of sprint retrospect like timeline walkthrough, focussed improvement

M-ize Inc, Tampa, FL

Director of Product Management/Agile Coach/Product Owner

2012 Sep – 2015 Feb

Lead product management of mobile solutions for consumer market and enterprise customers. Played key role in creating product strategy with rigorous competitor's analysis and product road mapping and writing/prioritizing user stories. Plus responsible for implementation of agile framework throughout the organization.

Key Highlights:

- Released mobile apps for both IOS and Android- myProducts with functionality of product catalog, social network and integration with other social networks and Amazon catalog.
- Release enterprise mobile solution for customer support, service, product registration, promotions, knowledgebase access, product inspections, parts ordering.
- Released web products for parts ordering, pre delivery inspections, and registration.
- Implemented Agile/Scrum within a very short duration.

Pilgrim Software Inc., Tampa, FL

Sr. Director of Software Engineering and UX/Agile Coach/Scrum Master

2005 – 2012 Aug

Spearheaded the development of quality and compliance management products from requirement to development and release. Played multiple roles as Business Analyst for custom projects, Product Manager for Non Conformance management/CAPA management, Inspection management system, and mobile app for complaints registration. Responsible for leading building of application development platform SmartStudio (a graphical tool for developing application utilizing workflow designer, form designer, entity designer) along with localization capability.

Key Highlights:

- Led development and releases of the web based compliance and quality management enterprise products that generated revenue of \$80M+ over its lifetime.
- Proficiently managed budget of \$4.5M plus and satisfied numerous FDA regulated vendor audits for software engineering process.
- Successfully implemented Agile/SCRUM in an engineering organization along with TFS tools for managing software development operations.
- Led the effort to enhance usability of application and developed the usability aware culture through the product development organization.

Sr. Software Development Manager

2001 -

2005

Facilitated the software development department for all new product development, enhancement and maintenance of existing web and client server products. Worked on coding of core framework of application and on designing application and responsible for software configuration management. Made necessary changes to the software development process to adapt with Object oriented analysis and design methodology transitioned from structured analysis and design.

Key Highlights:

- Productively managed redesign and development of five products in web based architecture with .net tool replacing legacy client server application- document management, training management, audit management, complaint, and CAPA management.
- Implemented new tools for requirement management (Requisite Pro) and used case driven and iterative Rational Unified Process.

ADDITIONAL EXPERIENCE

(Details available upon request)

Software Engineering Manager/Project Manager at Pilgrim Asia; **Product Manager(Co-founder)** at zoomrite.com; **Product Manager/Business Analyst** at Photos2Nepal.com; **Product Manager/Project Manager (Co-Founder)** at Ashoka Systems Ptv. Ltd., KTM Nepal; **Project Manager/Analyst Programmer** at DesignCo., Nepal; **Module Leader** at PSI Data Systems, India; **Analyst Programmer** at Nepal Arab Bank, KTM Nepal
System Engineer at Multisys Ptv Ltd, KTM Nepal

EDUCATION AND CREDENTIALS

MBA, Engineers and Scientists (University of Florida)
BS, Computer Science & Engineering (Mysore University, India)

Certifications

Agility in Enterprise(ICP-ENT), Coaching Agile Transition (ICP-CAT), SPC SAFe, Certified Scrum Practitioner(CSP), Certified Scrum Master (CSM), Certified Product Owner (CSPO), PMI-Agile Certified Practitioner (PMI-ACP), ICAgile Certified Professional for Agile Team Facilitator (ICP-ATF), ICAgile Certified Professional in Agile Coaching (ICP-ACC)
Certified Product Manager- Pragmatic Marketing
ITCPM- IT Certified Project Manager, Project Leadership Management Group, Atlanta

Additional Trainings

Practical Product Management (Pragmatic Marketing) User Centric Design User Experience/Usability Testing (Human Factors Intl), Leadership & General Management, Project Management, ISO/CMM Process Standard & Technology