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| [**HIMANSHU SINGH**](https://in.linkedin.com/in/himanshu-singh-60356548)  Mobile: 09448035774 / 09342313911 ~ E-Mail: singh.himanshu@hotmail.com  **AGILE COACH & PROJECT/PROGRAM MANAGEMENT PROFESSIONAL**  **~ Enterprise Agile Coach ~ SAFe4 ~ Project/ Program Management ~ SCRUM Master ~ Product Owner ~** | |
| **CERTIFICATIONS**   * **IC Agile - Certified Professional in Agile Coaching** (ICP-ACC). * Certified Leading **SAFe® 4 Agilist** (Certificate ID: - 21981161 – 2217) * **PRINCE2® Practitioner** (Reg. No. P2R/IN082332). * **Certified SCRUM Master®**. * **ITIL®** FOUNDATION 2011 Certified (Reg. No. ITIL/IN073314). * TCS Quality Assurance Center Certified **Test Manager**.   **ACADEMIA**   * **MCA** from M.S. Ramaiah Institute of Technology, Bangalore (VTU) in 2005 with **73.2% marks**. | **EXECUTIVE DIGEST**   * An astute professional with **15.5+ years** of IT experience in Agile Coaching, Project & Program Management, Product Development, Strategy, Scrum Master, Transition, Innovation and Improvements using Agile/Scrum, SAFe® and embracing & leading Lean-Agile Enterprise mindset. * A keen strategist & thorough implementer with abilities in Delivery Management, focusing on maximizing customer satisfaction, process compliance & quality; comprehensive experience in leading teams & projects * SCRUM Master, Agile Coach & SAFe® 4 Agilist with expertise in ensuring adherence & implementation of CMMI and Data Legal Compliance. * A certified SAFe® Agilist (Scaled Agile Framework®) * Stellar role in initiation and implementation of quality methodologies like Agile, SCRUM, SAFe®, Process gap Assessment and streamlining. * An effective communicator with exceptional analytical, technical, negotiation and client relationship management skills, with the ability to relate to people at any level of business and management * A certified professional Agile Coach by ICP. |

**EMPLOYMENT DETAILS**

**Since May’18 associated with Mphasis, Hyderabad as Process Manager - Enterprise Agile Coach**

Feb’17 – May’18 associated with **GE, Bangalore** as Staff Project Manager & Agile Coach

June’15 – Feb’17 associated with **Rakuten Inc., Bangalore** as Program Manager & Scrum Master

Oct’14 – June’15 associated with **Happiest Minds Technologies, Bangalore** as Project Manager

Dec’10 – Oct’14 associated with **Sapient Nitro, Bangalore** as Manager - Program Management

May’10 – Dec’10 associated with **Ness Technologies, Bangalore** as Senior Business Analyst

Oct’06 – May’10 associated with **Tata Consultancy Services (TCS), Bangalore** as PM/Business System Analyst

May’05 – Oct’06 associated with **Enaviya Information Technologies, Bangalore** as Developer/Business Analyst

**KEY DELIVERABLES ACROSS THE TENURE**

- Certified Agile Coach - Project/Program Management - Key Account Management

- Agile Transformation - Delivery Management - An Enterprise Agile Coach

- SCRUM Master - Leading SAFe® 4 Agilist - Risk & Issue Management

- KANBAN Expert - Effort & Cost Estimation - Stakeholder Management

- Product Owner - Pre-Sales Initiatives - Requirement Management

- Lean-Agile Enterprise - Transition Management - Business Analysis

* A Certified Agile Coach and leading the Lean-Agile software enterprise with the Scaled Agile Framework® (SAFe® 4.0) for Multiple accounts across the globe.
* Project/Program Management (Prince2 Practitioner & PMI-PMP) and SCRUM Master roles since May 2010.
* Certified, trained & seasoned PRINCE2® Practitioner level Project/Program Manager, SCRUM Master and ITIL, Agile Coach, PMI-PMP and Leading SAFe® 4.
* Getting the better business results in terms of Engagement, Time to Market, Quality and Productivity.
* Facilitated and executed multiple Agile Coaching & training sessions in India and in Tokyo.
* Agile transformation of the teams to Scrum, KANBAN and later to SAFe® wherever required.
* Handle 4 to 5 Scrum teams at a given time as an Agile Coach and helping the teams towards the Agile transformation journey.
* Create multiple Agile training decks on different Agile themes for the teams and stakeholders.
* An effective communicator with good relationship management skills & the ability to work in a diverse global organization while relating to people at any level of business and management.
* Create, start, update and end the respective Sprints in JIRA/Rally for my teams.
* Responsible for on time JIRA/Rally updates, reports and proper Sprint Burndowns.
* Act as a JIRA/Rally admin for my projects. Create and update Sprints proceedings in Confluence for my projects.
* Absorbing and preaching the Scaled Agile Framework® and embracing a Lean-Agile Enterprise mindset.
* Understanding and implementing SAFe® Principles.
* Facilitating and executing the Agile games.
* Implementing an Agile Release Train and experiencing PI planning.
* Facilitate and perform periodical Agile/Scrum maturity findings exercises for the teams across Rakuten India.
* Demonstrated excellence in handling all phases of Project / Program Life Cycle from requirement analysis, project scoping, planning & scheduling and implementation of technology solutions on-time, within budget & with quality.
* An individual with proven leadership possessing good planning, communication & presentation skills and ability to understand holistic view.
* Implementing project plans in budgets & time, negotiating SLAs for business transformation projects.
* Familiarity with common Agile practices, service-oriented environments, and better development practices
* Distinction of being the facilitator for a product development team using scrum for a development methodology that allows a team to self-organize and make changes quickly
* Identify, track, manage, resolve & mitigate project Risks and Issues throughout Project Lifecycle.
* Assessing the Scrum Maturity of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization
* Acquired knowledge of numerous well documented patterns and techniques for filling in the intentional gaps left in the Scrum approach using JIRA/Rally & Leading SAFe® 4.0.
* Handling the daily operations to ensure that the network and the infrastructure are up & running and provides a high degree of reliability and availably.
* Assessing system capabilities, identifying limitations, evaluating and recommending new hardware / software solutions to meet business needs.
* Analysing user requirements and statistics to identify trends and resolve performance issues, ensuring SLA & process compliance & high customer satisfaction to achieve more business.
* Managing large scale projects / programs of varying complexity and leading programs at customer site resulting in achieving high customer satisfaction.
* Build project plan using Microsoft Project, baseline project schedule and manage schedule such that project activities are completed as per schedule.
* Prepare and deliver engaging and well-organized program presentations and progress reports for multiple audiences; hold regular status meetings with program stakeholders.
* Establish goals, appraise and provide feedback to improve performance; recommend performance ratings
* Heading projects to deliver ahead of time with high quality & earned bonuses from the customer; defining governance structure, best practices for project support and documentation.
* Planning project activities viz. scoping, estimation, tracking, change management, delivery management & post implementation support.
* Monitoring offshore delivery management for technical deliverables of concurrent projects.
* Understanding client needs requirements, and expectations and devising solutions accordingly.

**TECHNICAL EXPERTISE**

* Programming Languages – Java, J2EE, C++, C, HTML and Python.
* Scripting Languages - Java Script, AJAX, XML, CSS and HTML.
* Application Servers - Jboss, Web logic 7.0.2, Web logic 8.1.4, Helix Server
* Databases - SQL Server 2000, 2005, Oracle, Ms-Access.
* Frameworks/Architectures - J2EE, JSP/Servlet, Struts, ATG, Adobe CQ.
* PM Tools – MS Project, PM Dashboard, Result Space, Deal Tool, Pivotal, JIRA, Rally.
* Methodology - Agile/SCRUM, SDLC, SAFe® 4 and Agile Coach.
* Others - MS-Office, MS Visio, JIRA, Ms-Office, Macros etc.
* Tools – EPIC, MPP, Visio, Quality Center, QTP (Quick Test Professional), Right Now Technology, Eclipse, Dream viewer, Toad, JIRA, Rally and other Agile/SCRUM based tools.

**NOTEWORTHY ATTAINMENTS**

* Got promoted in my 1st appraisal cycle from Grade T3D to T4A grade for my hard work and pro-active measures and decisions.
* **Holds the distinction of being awarded:**
  + Awarded as Super 10 Award for my performance & contributions towards Sapient Growth for the year 2013-14.
  + Awarded as Super Top 10 Award for my performance & contributions towards the Core Values of Sapient for the year 2012-13.
  + By Sapient Hiring Team for the hiring efforts as the Best Interviewer from January to March 2013.
  + NGP Proficiency award by Amadeus in France in July 2010.
  + QPM (Quality Partner of the Month) Award from American Express (Client) for the outstanding performance in Q2 2007-08.
* Consistently rated among the Top High Potential employees during the last 3 yrs. of working with Sapient Nitro.
* Successfully managed attrition at <10% & Team Productivity consistently at >15%
* Maintained User Satisfaction Score and Team Satisfaction Score at >4.3 on a scale of 5.
* Handled key business critical projects and delivered them successfully on time.

**TRAININGS / WORKSHOP ATTENDED**

* Attended various knowledge enhancement schedules such as:
  + Successful completion of below **Certifications** from **Rally Agile University**:
    - **CA Agile Central - Introduction** Course with 2 PDUs
    - CA Agile Central - **Agile Planning and Tracking for Delivery Teams Course**
    - CA Agile Central - Basics for **Administrators Course**
  + 4-Day **Project Management Training** conducted by QAI (PMI Registered Education Provider) in 2014. Awarded 35 PDUs Certificate.
  + 4-Day Workshop on **Agile/SCRUM** at Sapient in 2011.
  + Certified Agile Coach professional by ICP.
  + Trained & Certified **SAFe® 4 Agilist**.
  + Training in ITIL concepts at TCS in 2010.
  + Workshop for Test Management at TCS in 2008.
  + Workshop on Business Communication & Skills at TCS in 2007.

**PERSONAL MINUTIAE**

Date of Birth: 26th March 1980.

Nationality: Indian

Passport No: H8026170

Contact Address: Flat No. B-319, Begonia Homes Apt., Road No. 10, Alkapur Township, Manikonda, Hyderabad, Telangana – 500089.

My LinkedIn Profile: [***https://in.linkedin.com/in/himanshu-singh-60356548***](https://in.linkedin.com/in/himanshu-singh-60356548)

**MAJOR PROJECTS HANDLED**

**Title: Process Manager - Enterprise Agile Coach at Mphasis, Hyderabad**

Role: **Enterprise Agile Coach in Mphasis, Hyderabad**

Tenure: On Going

Clients/Customer: **One of the Biggest US Bank.**

Details: **As an Enterprise Agile Coach in one of the Line of Business (LoB) in Mphasis,**

**Hyderabad, I:**

* + - * **Develop and implement:** Training plan supporting the education of employees across all levels within LoB. Hold training sessions covering SCRUM, KANBAN and other Agile related activities. Train to become a Lean & Agile) coach. Engage vendor coaching to scale wherever necessary, formulate consistent coaching guidelines and vocabulary.
      * **Mentor Teams:** Guide teams into the Agile Software Development, providing team with feedback and means of improvement. Provide hands-on support to team members, collaborating with people across widely varying levels and roles, leading teams toward further understanding and adoption of Agile as well as overall company growth and improvement. Train the technical coaches and scrum masters.
      * **Develop Agile Adoption Strategy:** Design a strategy for the organizational adoption of Agile. This includes every stage of adoption, from the introduction of Agile and employee education, to fostering teams and cultures that practice Agile, to sustaining Agile methodologies and continually offering strategies for improvement.
      * **Demonstrate strong knowledge** of and background with Agile frameworks (mostly SCRUM/additionally KANBAN). Also, a strong communicator and presenter.
      * **Coach 4 to 5 Scrum Teams** (includes the Feature Team, Scrum Master & Product Owner) at a given time along with the senior and key Stakeholders.
      * **Identify and call out anti-patterns** and dysfunctions at all levels of the system and help in removal of team and organizational impediments.

**Title: Express Yard - GE – Transportation Digital Solution, Bangalore**

Role: Project/Program Management, Agile Coaching and SAFe® 4 Agilest

Tenure: From Feb’17 till May’18

Clients/Customer: Express Yard Product

Details: Demonstrate leadership in communicating business goals, programs, and processes for our Express Yard business segment.

In this role, I utilize my experience to manage & coach Scrum teams, execute projects, manage stakeholder’s expectations to meet the business goals.

Provide leadership on assigned projects to ensure financial and contractual execution through established company procedures.  
I coordinate several projects simultaneously (3 to 4 projects at a time) and run multiple scrum teams and managing Agile teams.  
I am accountable to deliver professional, high quality results to customers/stakeholders.   
Support project proposal development, including scope definition, configuration, implementation, tracking and control of projects.  
Estimate budgets and track costs of projects, accountable for meeting project budget targets.

Lead multi-disciplinary project team including coaching and technical direction to meet project deliverables.  
Develop scope-of-work specifications including those of contractors / subcontractors where appropriate.

Did Agile Coaching for Feature teams, SCRUM Masters and Product Owners.  
Work closely with other disciplines including Engineering and Sourcing.  
Provide regular updates to project owners.

Demonstrate competency in using standard project management tools  
Apply managerial and leadership concepts and techniques (plan, execute, direct, coach, mentor, evaluate, and control) in executing individual and team priorities.

**Title: GCSD/ESD – Engineering & Process Practice at Rakuten Inc., Tokyo & Bangalore**

Role: Program Manager, Scrum Master, Agile Coaching and SAFe® 4 Analyst

Tenure: From June’15 till Feb’17

Clients/Customer: Rakuten – ESD Program

Details: Leading an internal program GCSD (Group Core Service Department) as per project management best practices (4 projects under the umbrella) and establishing governance guidelines for an effective program management. Efficiently monitoring the budget, schedule & resources in the project and taking corrective measures. Defining & tracking the program milestones as part of the overall delivery plan. Effectively estimating the program budget, schedule & resources requirements for the successful delivery. Identifying, defining & developing a proper stakeholder engagement plan, change procedure & communication plan. Effectively identifying, assessing and managing risks. Providing regular and accurate program reports to stakeholders, as appropriate. Working very closely with the project sponsors to secure appropriate agreements wherever necessary. Applying Rakuten project management methodologies (RPMM), standards and processes. Providing effective leadership to the project team ensuring that team members are motivated to deliver. Single point of responsibility for planning, executing, monitoring, controlling, & closing a given project. Working very closely with the project sponsors to secure appropriate agreements wherever necessary. Effectively identifying, assessing and managing the project scope & risk register. Effectively estimating & monitoring the project budget, schedule & resources requirements. Ensuring that realistic project plans are prepared & maintained, and the defined activities are tracked. Defining & tracking the project milestones as part of the overall delivery plan. Identifying, defining & developing a proper stakeholder engagement plan. Identifying, defining, developing & managing a proper change procedure & communication plan. Providing regular and accurate reports to stakeholders on periodic basis, as appropriate. Responsible for producing and updating all the weekly & monthly governance reports at Program (GCSD) level and for Rakuten India respectively. Actively representing the project team to ensure that effective relationships are built and maintained. Ensuring that owned projects are formally reviewed, lessons learned are discussed & documented.

Provided Agile coaching sessions for the teams in Bangalore and in Tokyo as a value addition to my current R&R in Rakuten. Implemented Scrum methodology in GCSD engineering teams Bangalore and in Tokyo also. Act as a Scrum Master for 3 of my Projects in GCSD program. Create, start, update and end the respective Sprints in JIRA. Responsible for on time JIRA updates, reports and proper Sprint Burndowns. Act as a JIRA admin for 3 of my projects. Create and Update Sprints proceedings in Confluence for my projects.

**Title: IMSS – Delivery Practice at Happiest Minds Technologies, Bangalore**

Role: Project / Delivery Manager

Tenure: From Oct’14 till June’15

Clients/Customer: Multiple Accounts – APAC and US region

Details: Project Management & Service Delivery Management for Multiple account in India, UK, US region. Plan and Direct project activities of multiple cross functional teams comprising of Solution Architects, SMEs and Implementation Engineers from diverse technologies. Responsible for on time and within budget completion for implementation (Fix Price) Projects. Build project Plan using Microsoft Project, baseline project schedule and manage schedule such that project activities are completed as per schedule. Prepare and deliver engaging and well-organized program presentations and progress reports for multiple audiences; hold regular status meetings with program stakeholders. Liaise with customer IT and Delivery Heads to report project status and secure acceptance of deliverable at each stage of the project.

Upon successful completion of the project, obtain customer sign-off, document lessons learnt and facilitate knowledge transfer & transition of project to the steady state team. Mentor Technical Leads and conduct project reviews to assess project progress, health, issues and risks with an emphasis on Red/Yellow projects; prepare a Go to Green Plan. Establish goals, appraise and provide feedback to improve performance; recommend performance ratings.

**Title: IHG at Sapient Nitro, Bangalore**

Role: Project/Program Manager and SCRUM Master Tenure: 17 months

Technologies Used: Java, Adobe CQ, CMS, HTML, JS & Ajax.

Details: SapientNitro has been engaged by IHG (Intercontinental Hotels Group) to assist with a multi-year initiative to upgrade/replace their existing Day CQ implementation with Adobe Experience Manager. IHG has embarked upon an initiative called as Unified Brand Experience (UBE) to complete the migration of 8 IHG brands (Like: Crowne Plaza, Holiday Inn, Hotel Indigo, Candlewood, Stay bridge etc.) to the new Adobe Experience Manager (AEM) Platform by Q1 2015.

**Title: Sprint - CVP at Sapient Nitro, Bangalore**

Role: Project/Program Manager and SCRUM Master Tenure: 18 months

Technologies Used: JAVA/J2EE, CMS, JS & Ajax

Details: Care Advocate aids an Automobile Driver with a problem. The Vehicle Driver can initiate a Seek Help call from the vehicle or by calling a toll-free number. The call may route to Uconnect Care or be re-directed from Chrysler/Roadside to Uconnect Care.

**Title: Sprint – ADM - HJS at Sapient Nitro, Bangalore**

Role: Assistant Project Manager/ SCRUM Master Tenure: 13 months

Technologies Used: ATG, Core Java, JMS, CMS, JS & Ajax

Details: MySprint (Sprint.com) is to integrate various Sprint Nextel sites with single look and feel umbrella under single sign-in using Site minder. The Project also intended to reduce Sprint spending.

**Title: Amadeus - RDM-NGP at Ness Technologies, Bangalore**

Role: Senior Business Analyst, SCRUM Master Tenure: 7 months

Technologies Used: C++, Oracle 9i, XML and Python Script.

Details: IT solution for Amex to manage all Traveler profiles for corporate customers through a unique and centralized profile repository. Creating new Hierarchy, creating new Profile Structures and publishing them to different GDS using different Amadeus in-house tools.

**Title: AMEX – AIM at TCS (Tata Consultancy Services), Bangalore**

Role: Project Manager/ Business System Analyst Tenure: 12 months

Technologies Used: Java, J2EE, Struts.

Details: AIM will house the universe of American Express applications and information about those applications. A key objective of AIM is to help American Express be compliant with regulatory requirements in collecting/storing/governing application inventory & related information.

**Title: AMEX – eCS at TCS (Tata Consultancy Services), Bangalore**

Role: Project Manager/ Business System Analyst Tenure: 26 months

Technologies Used: JSP, Struts, Mainframes, DB2

Details: Created new CEM pages and IPP pages for IDC & IEC market as per the UK market with modified look & feel.

**Title: AMEX - eCS Rollout Test Support at TCS (Tata Consultancy Services), Bangalore**

Role: Business System Analyst Tenure: 11 months

Technologies Used: JAVA/J2EE, Mainframes

Details: eCS and EAC Rollout Test Support projects. OCC and EAC related enhancements and modifications projects. Small test support projects or some minor site enhancements

websites related to Hindu, English, Kannada, Tamil or Telugu music.

**Title: Black Shoppers Union.Org at Enaviya Information Technologies Pvt. Ltd, Bangalore**

Role: Business Analyst Tenure: 5 months

Technologies Used: ASP.NET and SQL

Details: The profile consisted responsibility to support the:

* E-Commerce Concepts and Web Adjustments.
* Redesigning the full website.
* Also, involved in the automation of the Portfolio Management Summary Report for the GCST PMO. Using VB and VBA Macro Coding.

**Title: OLR.com at Enaviya Information Technologies Pvt. Ltd, Bangalore**

Role: Business Analyst Tenure: 7 months

Technologies Used: ASP.NET and SQL

Details: Involved in E-Commerce Concepts and Web Adjustments as well as redesigning the full website.

Also, involved in the automation of the Portfolio Management Summary Report for the GCST PMO using VB and VBA Macro coding.

**Title: SurIndia at Enaviya Information Technologies Pvt. Ltd, Bangalore**

Role: Developer Tenure: 5 months

Technologies Used: Java/J2EE, Struts and Oracle 8I

Details: Develop a musical portal on the base of Raaga.com that specializes in providing songs from a music scene. A website, that contains songs, photo galleries and links to other relevant websites related to Hindu, English, Kannada, Tamil or Telugu music.