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| A person posing for the camera  Description automatically generated | **Akul Garg**  (Safe Agilist)  **Contact**: +91 8708463420, Bengaluru IN  **Email**: akulgarg@gmail.com | **Technical Program Manager**  **Release Train engineer**  **Scrum Master**  **Agile Deliver Methodology** |

* Goal oriented professional with **10 years** of work experience with expertise in **end-to-end project / program management** for technical, product configuration & large-scale program execution.
* Gained Techno / Functional expertise by working in all the competencies of **SDLC**, also been managing large projects / programs over the last **6 years** for geographically distant teams
* **Driving Agile transformation** at team as well as organization level by introducing scrum principle / practices & helping teams to become self-organized in delivering high potential quality products.
* Experience in **Coaching leadership** across organizations on adoption of various Agile methodologies and its benefits
* In total have **6 plus years of Scrum Master** experience in implementing SAFe. Scrum & Kanban teams.
* Experienced in **Mentoring** **Product Owners** on Agile adoption, building MVP’s, story writing and various other responsibilities.
* Excellent **Communication and people management** skills with proven ability to manage and resolve issues for multiple **cross functional** and **distributed** teams with **collaboration.**
* Currently working as a **Program manager** in Persistent Systems for one of the biggest tax filing organisations as a Program Manager and Scrum Master for India delivery centre.

# Work Experience

1. **Persistent Systems:**
2. **Project** : Hiring Management

**Role** **:** Program Manager

**Duration :** May 2020 – Present

**Team Size** : 24

**Description :** Hiring management tools and services for Intuit as a client

**Responsibilities:**

* Responsible for 2 product teams as a scrum master along side playing Program Manager role for 6 teams, as a contractor for Intuit
* Establishing the Agile process for new upcoming teams
* Working with PO, stakeholders and the team to plan and estimate MVP's as well as go to market strategy.
* Created Sprint and Release Dashboards to track the timelines, team health and for risk assessment and management.
* Helped teams in refining scrum ceremonies like Sprint Planning, refinement sessions, Retrospectives and various other Agile Process.
* Stakeholder Updates on a Regular Interval.
* Mentoring and guiding leadership and PO’s on Scrum Methodologies and various techniques like INVEST technique BDD to enhance Scrum
* Making sure there a transparent Communication across the teams and leadership
* Managing and helping teams resolve dependencies
* Helped the Organisation to come up with a plan to scale up and onboard multiple projects.
* Helped the DevOps Team adopt KANBAN model.
* Helped Setup Change Control Process.

1. **SIXT Research and Development India:**

**Project** : MyDriver

**Role** **:** Program Manager

**Duration :** Sep 2018 – Apr 2020

**Team Size** : 32

**Description :** Sixt Ride is subsidiary of Sixt GMBH co offering premium ride hailing service across 70+ countries.

**Responsibilities:**

* Responsible for 5 teams under My Driver initiative.
* Helped in setting up 2 cross-functional scrum teams and 1 Kanban team from scratch.
* Mentored the PO in Agile practices like Story Writing (INVEST technique, Vertical Slicing of stories), Story Prioritization and MVP’s
* Helped the team in adopting Agile by guiding them through the agile principles and various methodology and techniques which would help them becoming Cross Functional and self-organised.
* Created Sprint and Release Metrics as well as Dashboards to track team health, timelines, risk and dependencies.
* Helped the team in resolving risks and dependencies as well as shielded the team from outside interference so that they can remain focused.
* Setup all the Agile process and ceremonies from scratch like daily standup, Sprint Planning for commitments, Refinement/Grooming for health backlog, Retrospective for continuous improvement, Sprint Reviews, Code review for code quality, Sprint Reviews and Program Increments (OKR’s).
* Experienced in Release planning as well quarterly OKR planning, by providing the stakeholder and team with timelines, risks & dependencies.
* With the help of PO created KPI Dashboards for the various products.
* Responsible for resource and capacity planning for the teams.
* Guided the team in vertical splitting of stories using INVEST model to derive better value
* For adoption of KANBAN took various seminars at the organization as well as team level
* Have organized and participated in events to scale up Agile perspective in organization, like PI Planning, Kanban and Retrospective techniques.

1. **Thermofisher scientific Products:**
2. **Project** : Connect Clout Utility & Reliability Engineering

**Role** **:** Scrum Master

**Duration :** Aug 2017 – Aug 2018

**Team Size** : 12

**Description :** Thermofisher works toward developing software’s and equipment’s that make life easy for the Scientist’s

**Responsibilities:**

* Responsible for 2 Agile teams, product development and DevOps.
* Worked closely with PO and business, coordinating product backlog grooming/ story refinement sprint planning.
* Responsible for timely delivery of E2E product.
* Helped team and PO in coming up with MVP.
* Maintaining metrics for the team like – burn down charts, release dashboard, quality metrics, velocity
* Coached team members on SAFe principals and guidance on the Scrum methodology.
* Helped the Release Train by improving the backlog management process.
* Introduced milestone and checkpoints across the release train, to track the timelines and for risk assessment.
* Guiding the team towards becoming cross functional.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity.
* Improved upon the Code Review Process within the team for maintaining better product quality
* Helped in Improving Continuous Delivery Pipeline by working with dependent teams and have automation done for identified gaps.
* Introduced Communities of Practices (COP) in the release train for scrum masters to discuss and implement agile related improvements and innovations
* Make sure that all the SAFe agile ceremonies are followed like Daily Standups, Sprint Planning, Demos, Retrospective, Program Increments.
* Helped the DevOps team move more towards product development rather than only incident management.
* Introduced Kanban technique for incident management and maintain cycle time and lead time metrics to have continuous improvement
* Helped the organization in achieving ISO 27001 and ISO9001 certification.

1. **Accenture Services Pvt Ltd:**
2. **Project** : Personal Insurance (Account Integrated Acquisition)

**Role :** Team Lead, Scrum Master

**Duration :** May 2015 – Aug 2017

**Team Size**  : 15

**Description :** Account Integrated Acquisition (AIA) is a foundation work done for two states of USA to change Home insurance view from Legacy flow to Strategic User Interface flow and integrate it with Auto insurance.

**Responsibilities:**

* Responsible for 2 SAFe agile cross functional distributed teams.
* Helped the teams in laying down the architecture of the deliverables.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity.
* Make sure that all the SAFe and Scrum ceremonies are followed, and appropriate value is driven out of them.
* Helped the team in adopting TDD
* Release Planning and Milestone building and keeping a track of the same.
* Worked closely with Product Owners, coordinating product backlog grooming and story refinement.
* Worked as an acting PO in his absence as a part of which interact with business to get the requirements for the future iterations, formalize and document them.
* Appropriate Metrics like Burndown, sprint and velocity reports maintained to identify bottle neck, impediments and risks for the team
* Mentored the team to scale up technically on the customized client framework by organizing KT Sessions, pair programming.
* Have good tech and business understanding of both UI and backend applications.
* Worked in Object Oriented JavaScript and .Net technologies.
* Mentored and trained the teams in SAFe 4.0.
* Helped the Organisation in getting project SAFe 4.0 certified

1. **Project** : NQA (Non-Quantum Acquisition)

**Role :** Tech Lead, Scrum Master

**Duration :** October 2014 – May 2015

**Team Size :** 6

**Description :** NQA (Non-Quantum Acquisition) is one of the new products for Auto Insurance under which various Product and Application enhancements were done. The project was developed in SCRUM methodology.

**Responsibilities:**

* Responsible for setting up scrum team from scratch.
* Responsible for E2E delivery of the product.
* Interact with Business and PO to understand the requirements and provide feedback in terms of requirement feasibility and implementation.
* Acted as a subject matter expert and helped the team in estimating the Requirements and building release plan.
* Help the team in laying down the architectural path.
* Responsible for scrum processes like Daily Stand-up, Sprint Planning, Retrospective, Demo so that maximum value can be derived out of these ceremonies.
* Metrics being tracked for timely delivery and identifying risk and dependencies as well as resolving them plus shielding the team from any distractions.
* Calculate the capacity for the team.
* Managed team members residing in different locations across different vendors.

1. **Project** : Production Support (Auto Insurance)

**Role** **:** Tech Lead, Senior Developer

**Duration :** August 2010 – September 2014

**Team Size** : 7

**Description :** Auto insurance Strategic Application Support for Agents and employees which involved production defect analysis and fixing as well as handling change controls and small projects.

**Responsibilities:**

* Triaging Production defects and updating the client with proper RCA using 5 Why’s.
* Fixing defects and release planning for them.
* Implemented Kanban for incident management and streamlined the process.
* Involved in handling Critical defects.
* Made sure the SLA’s were met for the defects as applicable.
* Interacted with Clients and End User (Agents) directly for resolving their queries and for various enhancements.
* Worked on Change Controls and enhancement projects, for which participated in estimations, designing, and release planning.
* Maintained various Metrics like cycle and lead time for tracking throughput and defect forecasting based on trends.
* Experienced in Performing unit, acceptance, regression tests
* Identified, documented and reported bugs, errors, interoperability flaws and other issues within proprietary software applications developed
* Consistently recognized for excellent problem-solving and analytical skills by project managers and supervisors.
* Experienced in working Object Oriented JavaScript and C# technologies
* Experienced working in MVP design patterns.
* Good understanding of SOLID Principles.

# Technical Proficiency

**User Interface Design** **:** JavaScript, HTML5, CSS, .Net

**Database :** Oracle 11G

**Tools**  : JIRA, RALLY, QC, SOAPUI

# Certification

* Certified by Scaled Agile Academy in May 2016 as a **Certified SAFeAgilist** (SA) on Framework 4.
* **Certified in HTML5** by Microsoft in March 2013

# Educational Qualification

Bachelor of engineering in Information Technology, 2010 batch passout, from Jaypee University of Information Technology (JUIT), Waknaghat, Solan, Himachal Pradesh