

# Gene Gendel

New York, NY

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**Certified Enterprise & Team Coach (CEC-CTC) | Certified Large Scale Scrum Trainer (CLT) & Coach (CLC)**  
Senior organizational design consultant, coach, trainer and mentor • Many years of experience, working at all organizational levels • Expert in various engagement and system modelling techniques • Experience in leading multi-team, enterprise-wide agile transformations at companies of various sizes • Acknowledged public speaker, panelist, author-publisher • Global community leader • Co-creator & mentor of leading certification programs (Scrum Alliance) • Highly experienced in building internal agile communities and high-quality educational curricula

## Client Engagements (20+ years)

| Title/Role   | Client Organization  | Dates                    |
|--|--|--------------------------|
| Organizational Design Consultant, Coach and Trainer<br><i>Managing Partner of KSTS Consulting, LLC</i> | Rabobank, McKinsey, J&J, Accenture, Wells Fargo, JPMorgan, BamTech (end-clients: USAF, Pentagon) | 04/2018 - Present        |
| Senior Business & Organizational Agility Coach   | JPMorgan   | 08/2013– 04/2018         |
| Senior Business & Organizational Agility Coach   | McGraw Hill – Platts & Aviation Week   | 04/2011– 08/2013         |
| Senior Agile Coach   | Guidepoint Global, Inc   | 09/2010 – 3/2011         |
| Senior Agile Coach   | McGraw Hill - Standard & Poors   | 04/2010 – 1/2010         |
| Senior Agile Coach   | N-iX Partners  | 06/2010 – 9/2010         |
| Senior Scrum Master  | Second Market Holdings   | 05/2009 – 4/2010         |
| Senior Scrum Master  | NYC Economic Dev. Corp. (end-client NYC gov't)   | 05/2008 – 2/2008         |
| <i>Multiple full-time &amp; consulting roles</i>   | <i>Credit Suisse, AIG, Fitch Ratings, Prudential, other</i>                                      | <i>10/1997 – 05/2008</i> |

## Functional Areas of Expertise and Focus of Work

- (Re)assessment: focusing on structure, culture, values & maturity (KPIs), OKRs, at team and organization levels
- Professional education: training and coaching (with certification, on-demand), consulting and mentoring
- C-level support: developing agile & lean agile leadership mindset and modern management practices
- Business agility: training/coaching customers and users (value stream mapping, strategic planning, user centricity)
- Creation of educational content: building top-quality (highest industry standards) training materials
  
- Basic frameworks: Scrum, Kanban, ScrumBan - role modelling, training and coaching for key skills/competencies
- Events & artifacts: helping to establish and bring to maturity team-level norms and working agreements
- Roles & Responsibilities: coaching Scrum Masters, Product Owners, teams members and other key roles
- Communities: building internal communities for functional learning (e.g. Scrum Masters, Product Owners, testers)
- Technical Excellence: promoting ATTD, TDD, CI/CD, DevOps, unit testing, test automation and code quality
  
- HR: developing career paths, performance management, promotion/compensation/incentives for employees
- Budgeting: developing rolling-wave/dynamic and iterative/flexible budget plans
- Vendor Management/Legal: assisting with design of agile contracts and SLAs with 3rd parties (vendors, partners)
- Marketing/Sales: incorporating agile ways of working and augmenting with traditional agile teams (Scrum)
- Site Strategies: advising on optimal geographic/time-zone positioning of teams, to maximize collaboration/synergy
  
- Scaling frameworks: “rehab”-coaching support to organizations and teams that have been impacted by SAFE
- Projects/programs/portfolios: improving organizational design, reporting and communication structure
- Traditional roles: coaching & mentoring PMs, BAs, manual testers to successfully adjust to agile ways of working
- Tooling: optimizing e-tools/techniques (Jira, Rally, Version1, VSTS/TFS) to support needs of remote teams
- Documentation: consulting on standardizing minimal viable documentation to support agile processes

**College Education:** New York University (NYU), 1990-1994