# Gene Gendel

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https://www.scrumalliance.org/community/profile/ggendel

*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 *Managing Partner of KSTS Consulting, LLC* | 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 – 11/2010 |
| 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 |
| *Multiple full-time & consulting roles* | *Credit Suisse, AIG, Fitch Ratings, Prudential, other* | *10/1997 – 05/2008* |

## 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 supportive of product development
● Vendor Management/Legal: assisting with selection of 3rd parties that meet agile development standards
● 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

● Implementing gradual steps to improve org. design and increase product–centricity of SAFe implementations
● Balancing between traditional projects/programs/portfolios and customer-centric products and services
● Coaching/mentoring traditional roles (PMs, BAs) to successfully evolve into agile roles and 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*