

John Doe

☎ 555-555-5555 ✉ johndoe@gmail.com 🔗 linkedin.com/in/johndoe

DRIVING BUSINESS CAPABILITIES THROUGH IT TRANSFORMATION & INNOVATION



16 years of expertise in IT leadership, from product portfolio management for client-facing enterprise solutions to driving Agile transformation for a 5,000+ member organization. Synergistic change catalyst with track record of propelling agility, IT innovation, and collaboration. Partner with C-level business executives to plan and deploy holistic, cutting-edge systems and cloud capabilities using a value-based management approach. Savvy in shaping IT best practices, processes, and standards that ensure seamless, cost-efficient IT operations and support.

Leadership ▪ IT Vision ▪ IT Roadmaps ▪ Business Solutions Strategy ▪ IT Infrastructure ▪ Agile Project Management
Business Continuity ▪ Strategic Planning ▪ Budgets ▪ Technology Evaluation ▪ Vendor Negotiation ▪ Application Development
Change Management ▪ Compliance ▪ Continuous Improvement ▪ Innovation ▪ Business Analysis ▪ Problem-Solving

EXPERIENCE

CITIGROUP – Pennington, NJ

2003 – Present

Director, Front-End Engineering & Agile Transformation

Agile Transformation Champion (CIO Level), Client-Facing Platform Technologies

As member of senior leadership team, steer technology strategy and execution for Brokerage (Self Direct, Advisory, Private Bank, and International) and Institutional Retirement. Direct 40-member team in 3-year IT transformation roadmap, application development, delivery of multi-million-dollar solutions, and support for 40+ applications. As Agile transformation lead, establish strategies, practices, and tools for organization of 5,000+ people. Hire, train, coach, and develop staff. Oversee quality assurance and project management. Administer \$10M budget; negotiate \$3.5M+ in software purchases and consulting services. Build and manage relationships with business partners, consultants, and vendors.

Technology Vision, Strategy & Transformation

- **Bolstered organizational agility in business and technology domains – propelled productivity 28%, shrank testing costs 30%, accelerated releases for client-facing platform technologies, and improved release quality and stability.** Drove organizational transformation, strengthening the focus on a Lean, Agile customer-centric approach.
 - Launched bi-weekly forum with Agile leads across the customer-facing platform technologies (CFPT) organization to understand root causes of challenges and prioritize improvements.
 - Designated owners for each issue, steered solutions planning/implementation, and collaborated with business partners to facilitate resolution.
 - Shifted funding model from project-based to value stream-based.
 - Held value stream analysis workshops and realigned teams to shorten lead and process time.
- **Accelerated software delivery 30%, cut build integration time in half, and raised quality 20%.** Led strategy for an automated delivery pipeline that paved the way for Continuous Integration (CI) and Continuous Delivery (CD) and automated and digitized software development/delivery process.
- **Strengthened alignment and synergies across business and technology teams, reduced risk, and saved \$250K.** Led move from disparate program increment planning session to combined session for all business lines – delivered unified business vision and roadmap, greater collaboration, and rapid resolution of dependencies.
- **Reduced effort in enterprise change management process 30%** by instituting the use of Agile artifacts available in Work Management tools and automation.

Continues on Page 2

Experience (continued)

Technology Innovation

- **Jumpstarted innovation, yielding 18 solutions patented or under development, and built a culture of innovation across the organization.**
 - Conceived and launched Innovation Summit, 24-hour hackathon for idea generation, prototypes, and demos.
 - Designed an Innovation Studio for submission of ideas visible to all, including the patent team.
 - Created Innovation Day, convening leaders organization-wide with emerging inventors to share expertise.

Team Leadership & Development

- **Increased business engagement in the Agile process 50%+** by defining and executing strategy to develop business product managers into Agile-centric product owners.
 - Rolled out value stream workshops and training for business product managers on Agile best practices, Scrum/Kanban principles, the “pull” model, Lean funding, and impact of business agility on value stream.
 - Pioneered Business Agility Playbook for product prioritization, story breakdown, and clear acceptance criteria.
- **Trained 600+ employees and coached/deployed 35 Scrum Masters, 6 Release Train Engineers & 35 Product Owners.**
- **Boosted team throughput 20%+ and elevated morale and satisfaction** by eliminating redundancies, increasing reusability, and enhancing team alignment.
 - Headed mapping of value delivery process and uncovered duplication of effort.
 - Identified opportunities for code reuse via a common API.
 - Partnered with stakeholders to optimize value stream and align Agile Release Trains (ARTs) and teams.

Customer Experience

- **Improved the customer experience** by steering a team to deliver multiple client-facing websites (Merrill Edge, MyMerrill-Advisory, Private Bank, and Retirement) and inaugurating a committee of senior team members to shape a global user interface style-guide.

Accolades

- **Earned Diamond Recognition Award** from Chief Information Officer for visionary, strategic leadership.

EDUCATION

Master of Science, Computer Science ▪ *Indian Institute of Technology – Delhi, India*

Dale Carnegie Leadership Training

Bachelor of Science, Computer Technology ▪ *Indian Institute of Technology – Delhi, India*

CERTIFICATIONS

SAFe Agilist ▪ *Scaled Agile, Inc.*

SAFe Product Manager / Product Owner ▪ *Scaled Agile, Inc.*

Project Management Professional (PMP) ▪ *Project Management Institute (PMI)*

ORGANIZATIONS

Host & Organizer ▪ *Innovation Summit Steering Committee*

Host & Organizer ▪ *Lean Agile Transformation Steering Committee*

Member ▪ *Project Management Institute (PMI)*

Volunteer ▪ *Asian Leadership Network*