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# TRAINER PROFILE

<b>Name</b>	:	<b>Naveen Kumar Singh</b>
<b>Nationality</b>	:	<b>India</b>
<b>Passport Number</b>	:	<b>Z3866322</b>
<b>Academic Qualification</b>	:	<b>Master's in computer application - 2006</b> <b>Post-Graduation Diploma in Business Administration - 2012</b>

## BACKGROUND:

Naveen is a Lean Agile Coach and Certified Professional Scrum Trainer (PST). He is having more than 23 years of experience in product development and have worked with many organizations on different roles starting from software engineer to Delivery Head. Naveen is a Certified LeSS Practitioner (Large-Scale Scrum) have helped organizations in large scale agile adoption and Agile Way of Working. He focuses on Large-Scale adoption and agile engineering practices to support development team in learning and adopting engineering practices such as Test-Driven Development (TDD), Acceptance Test Driven Development (ATDD), Behavior Driven Development (BDD), Pair Programming, DevOps, Emergent Design, Continuous Integration, Continuous Delivery and Agile Testing etc. Naveen is active in agile community and participate is major events as speaker and volunteer. He has presented papers in Global Scrum Gatherings as well as in many other Agile and Scrum conferences and meet-up globally. He writes blog on agile, scrum, Kanban, and technical practices. He runs a community of 15,000+ people to groom next generation of Agilist called Agile 30.

## PROFESSIONAL QUALIFICATION

- Professional Scrum Trainer (PST) (2017), Scaled Scrum Professional (SPS), Professional Scrum Master (PSM-I, II, III), Professional Scrum Product Owner (PSPO-I, II), Professional Scrum Developer (PSD-I) from Scrum.org
- Certified LeSS (Large-Scale Scrum) Practitioner and LeSS Friendly Scrum Trainer from LeSS company (2015)
- Certified Scrum Professional (CSP), Certified Scrum Master (CSM), Certified Scrum Developer (CSD), Certified Scrum Product Owner (CSPO) from Scrum Alliance
- PMI – Agile Certified Practitioner (PMI –ACP) (2012)
- Project Management Professional (PMP) from PMI (2008)
- Lean Six Sigma Black Belt from RABQSA
- SAFe Program Consultant (SPC 5.0) from Scaled Agile (2017)
- ICAgile Certified Trainer for Agile Coaching (ICP-ACC), DevOps (ICP-TST) and Agile Testing (ICP-TST) (2019)
- ITIL (2011)

## TECHNICAL EXPERTISE:

- Professional Scrum Foundation (PSF)
- Professional Scrum Developer (PSD)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- Scaled Professional Scrum (SPS)
- Certified LeSS Basics (CLB)
- Test Driven Development (TDD)
- Behavior Driven Development (BDD)

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- Essential Kanban for Team
  - Advance Scrum Master (PSM II)
  - ICAgile – Agile Coaching (ICP-ACC)

## **WORKING EXPERIENCE:**

### **1. Telekom Malaysia R&D**

I have trained 90+ people in TM R&D on Scrum Master, Scrum Product Owner and Scrum Foundations to initiate Scrum based product delivery. I have helped TM R&D to improve processes through consulting, assessment and group coaching. Participants were from all the department including PMO and design. I think this was wonderful experience for me and all due to team of motivated individuals and full support from top management.

### **2. Osram**

I have helped 200+ people in Osram, Penang through training on Scrum. Have trained 60+ people on Scrum Product Owner and 150+ people on Scrum Master. Whole IT delivery have shifted on Agile and Scrum. It was most difficult training for me due to nature of work and organization structure but at the end we found way to move forward. Visited them after gap of 6 months to see how things are going and it was very satisfying.

### **3. U Mobile**

I have been working with U mobile for past 6 months and helping them to adopt agile and Scrum through training. Have delivered multiple training for them on Agile Fundamentals and Scrum product Owner. Participants were from various department including Human Resource. Working with them to see how to move forward in setup where development and support work are mostly outsourced and multiple vendors are engaged. One the challenge that we are discussing is to deal with 3rd-party product where development is totally in hand of vendor.

### **4. SICPA**

I have trained whole organization on Scrum and given training to development team on Scrum Developer, Scrum Masters on Professional Scrum Master and product owner on Professional Scrum Product Owner. Maintained regular touch with delivery head and HR department to ensure people practice well within organization and produce valuable outcome. We are working on how to move support work on agile way of working and planning to get them train on Kanban in coming days.

### **5. Etiqa**

I have trained 300+ people training in Etiqa on Scrum including CEOs and Group CEO of the company. Worked there as external consultant to enabled Scrum practices within company. Consulting included Scrum process assessment, designing processes, rolling out and handholding for short period. I have also helped in setting community of practices within Etiqa for knowledge sharing with help of HR department. I also learnt a lot while working with them and explored together how to improve non-IT work using Scrum such insurance product design, people productivity and sales etc.

### **6. Orsted**

I have trained everyone on Scrum Developer first including managers, developers and testers to learn Scrum and technical practices including TDD, BDD and CI/CD etc. later on, trained Scrum Masters and taught advance Scrum Master to all. When company decided to move on Scaled Agile, delivered training on SAFe framework to everyone.

### **7. Schlumberger**

Have been regularly teaching them Scrum. Have delivered multiple classes on Professional Scrum Master. This is company where I have seen real adoption of transparency within one division. They have adopted Microsoft

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DevOps tools, and everyone regularly update information to bring transparency in work. Senior management is very helpful and support teams. Management usually take me on tour to demonstrate how well there are doing within organization and it is very implemented.

#### **8. EPF & EY**

EPF decided to move on digital transformation and EY is supporting them. They decided to use Scrum for delivery and as part of engagement, they involved us to trained EY and EPF staff. We have trained many people so far as part of our agreement.

#### **9. Bank of China**

Bank of China engaged us to deliver training on Agile way of working and we have trained many people there on Agile Leadership and agile way of working.

I have also delivered training in Axiata, Nettium, Materialised, Dyson, Mercedes-Benz, Hilti Asia, Wester Digital, Juris tech, Shell, Dassault Systems, Maxis and Arvato etc.

I work outside Malaysia as well and have been training, mentoring, coaching and consulting multiple organizations on Agile Way of Working, DevOps, Extreme Programming, Kanban, SAFe, LeSS and Scrum Framework. Some of my clients are Stryker - India, FedEx - Singapore, Siemens - India, Tahaluf - Abu Dhabi, Sequis Life - Indonesia, Herman Miller - India, John Deere - India, NCR Corporation - India, DBS, ANZ, Wells Fargo, JPMC, Airbus, ABB, Fidelity, Barclays, Allstate, CA technologies, VMWare, Bombardier, Danfoss, HCL, Robert Bosch and FICO Singapore etc.

#### **10. Scrum.Org – Professional Scrum Trainer (PST) – Working as Agile Process and Technical Coach as Freelance. Deliver below training from Scrum.Org.**

- Professional Scrum Foundation (PSF)
- Professional Scrum Developer (PSD)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- Scaled Professional Scrum (SPS)

#### **11. Leanpitch Technologies as Agile Coach and Trainer from April 2014 to January 2017**

Provides consulting, coaching and training for Scrum, TDD, CI, BDD, Lean, Kanban, DevOps and XP. Have been teaching Certified Scrum Developer (CSD) for last 3 years.

Key Customers – NCR Corporation, JPMC, Berkadia, Expedia, Unisys, CA Technologies, Xavient, Robert Bosch, Hexaware, Bank of America, HP, Akamai, Verisign, Hays, Ness Technologies, Danfoss, Daimler, Stryker, Wells Fargo, DBS Bank and Accenture etc.

#### **12. Hays as Agile Coach from April 2015 till October 2015**

Coached 3 products team consisting 120 people. Helped them to adopt LeSS like framework to practice Scrum at scale. Coaching involved designing empirical process, leadership coaching, helping team to adopt engineering practices, changing organization design and helping to choose right tools and metrics to evaluate effectiveness and bring collaboration.

#### **13. Danfoss as Agile Coach from December 2014 till July 2015**

Coached leaders, product management team and development teams to be agile. Team was developing PC software for automotive drive for more than 2 years and failed to deliver it. I was engaged to see how to improve team practices to meet expectations. Team size was 45 including vendor's team and fully loaded with command and control mindset. It is a very good story about how scrum was adopted, failed, moved to Taylorism and again team got empowered.

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#### **14. Xerox as Scrum Master/Agile Coach from 26th April 12 to 16th Jun 2013**

Scrum Master for teams developing Xerox Life@Work products (web and mobile) and coached Siebel implementation team, worked with product management team to define product roadmap & reviews, release planning, and build strategies and prioritization of PBIs etc. Scrum Master for 3 development team of Life@Work. Helped team to implement XP practices like TDD and CI using TestNG and Jenkins.

#### **15. Convergys, Hyderabad as Technical Consultant/Agile Coach from 21st Oct 10 to 25th Apr 12**

Naveen was responsible to Lead Information Management (IM) solution conceptualization, architecture, development, and support Web based application, BI/DWH support and Data Migration project. Beside than working on below applications I have also worked as agile coach and have helped PeopleSoft support team, BI development team and BI/DW support team in agile adoption through continuous coaching and mentoring. Below is the list of products on which I worked as Scrum Master/Agile Coach.

eCoaching (Talent Management System) – Web-based tool that captures agents' performance data and provides performance improvement information. Team leaders get a scorecard for each agent that shows five-week trending on various metrics. They use this metrics to guide and mentor agents and help them to improve their skills. It was developed in-house using Microsoft technologies (asp.net 4.0, WCF, Ajax, MVC and Linq).

Enterprise Data Warehouse (EDW) – Enterprise Data Warehouse is Convergys central data repository. EDW pulls data from more than 20 sources that's includes PeopleSoft, Avaya switches, MS Dynamics, Salesforce and client applications etc. We were using multiple ETL tools OWB, Cognos Data Manager and SSIS to pull data and Oracle 11g and SQL server 2008 are the databases and Cognos 8 is reporting tools.

Consolidated Reporting Database (CRDB) – CRDB is the oldest data repository of Convergys that is being used for client reporting and billing. Oracle is Database but a Power builder custom tool, in-house developed tool to pull and transform data and SQL Loader was data loading tool. We reviewed the existing tools and performance and suggested to replace it with some modern ETL tools after developing and evaluating POCs. We figured out that SSIS and OWB in combination is best tool to replace existing tool.

eStart (Workforce Management System) – Workforce management and time keeping product that Convergys use for BPO operation to manage over 70k agents. It was developed by 3rd party using Java technologies (Java, JSP, EJB and JMS) and Convergys was enhancing and supporting internally.

#### **16. KMG InfoTech Limited as Delivery Manager from 25th Jul 06 to 01st Oct 10**

Naveen was responsible to develop, deliver and support Microsoft platform (C#, Aps.net 3.5, Ajax, WCF, WPF, Silverlight, SSIS, SSAS, SSRS and SharePoint) based IT solution for Web, Windows and BI/DWH. I was leading a team of 50+ people and was working on multiple projects simultaneously. I learned and adopted agile practices in KMG and trained team to helped them in agile adoption through active coaching. I worked as scrum master for multiple team. Executed and managed below projects: -

Business Intelligence Framework for Healthcare – Provides actionable enterprise business intelligence and data warehouse framework for healthcare. Having features like Industries Specific Model (Schema), faster Integration, Granular Data, Role Based Analysis, Reports and Report Builder, Ad-Hoc Query, Mobile BI and Integration with SharePoint. It was completely developed using Microsoft platform and tools like SQL Server 2008, SSIS, SSRS, SSAS, Report Builder, SharePoint 2007 etc.

Medscribe – Medscribe is a Practice Management System and EMR system developed for Advanced Medical System, US. Medscribe has mainly 4 modules Scheduler, Front Desk, EMR and Claims. Medscribe EMR solution allows immediately access to patient records (in-house or remotely), electronically communicate with the referring physicians and securely send consult notes and clinical data. Solution allows users to easily review and complete patient histories, past visits, current medications, allergies, labs and diagnostic tests. It's also

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having integrated reporting features and data warehouse. Technologies used - WPF, ASP.Net 3.5, WCF, C#, LINQ, SQL Server 2005, SSIS, and SSRS.

Catlin Insurance – I have developed 5 insurance products for Catlin, a US based Insurance Company. We have developed products for Worker compensation Insurance, Cargo Insurance and Aircraft liabilities, Commercial Property and Professional Liabilities besides than providing all kind of technical supports for day to day operations. These products provide end-end services starting with Quote management, online policy generation, Certificate issuance, renewal, cancellation and reinstating services. Technologies used - C#, Asp.net, WCF, Ajax, Sql Server, SSIS, SSRS and Linq.

Nukore Technologies, US - We have worked on 4 big projects with Nukore technologies for US government, Jedi (Jail Inmate tracking system), Lex-SR (Sharing suspicious activity with other state and federal department), SVT (Suspicious activity record vetting tool) and JMS (Jail Management System). Technologies used – Java 1.5, GWT, Struts 2.0, Joomla, and C #, Siverlight 3.0, Asp.net, WCF, Ajax, Sql Server, SSIS, SSRS and Linq.

Hermes - KMG has developed a desktop application called “Hermes” to manage day to day operation on ships for Image Service in 2004. Since then KMG provides all kind of technical supports to them including bug fixing, enhancement work and new initiative. In last two years KMG has developed many applications for them like Hermes PDA version, Data Sync routine for ship and shore side, Disaster Recovery System. We have even now migrated Hermes application from .Net 1.1 to .Net 3.5. Technologies used - Win forms, Net 3.5, XML, C#, Pentaho, Kettle, SQL Server 2005

PUP-FLC - Personal Umbrella Policies, a Full Life Cycle is an insurance product developed for RLi Corp, US. PUP-FLC takes care of the Personal Umbrella Policies right from Quote Generation to Renewals for the next term. The application enables RLI agents to generate new quotes for their customers, Bind the Quote to generate Policy and endorse the policy online. Technologies used - ASP.NET, C#, Web Services, SQL Server 2005, JavaScript, TFS, WINS, Tower DMS, Adobe Acrobat.

Dealer Management System – DMS was developed for Swaraj Mazda Limited, India to meet the needs of modern automotive dealership and to help work more efficient, lower operating cost and sells more. DMS has five modules including CRM, Sales, Service, Accounting and Inventory. It's a truly windows based application with real time sync utility to transfer data faster. Technologies Used - ASP.NET 2.0, C#, Windows forms, SQL Server 2000, Oracle 10g, JavaScript, VSS, Crystal Reports.

17. **SQL Star International Limited as Project Leader from 02nd Aug 04 to 19th Jul 06** – I was responsible to develop and support 3 e-Governance projects. Project executed at SQL Star: -

Jan Sampark (For Chandigarh UT, India) - The Purpose of “public contact” Project is to develop an integrated N-Tier System for its various information services offered by various departments of Chandigarh administration to its stakeholder. “Public contact” project has basic aim to provide information to citizen but also have option for providing some services like online tourist registration, servant registration etc. The biggest challenge was getting day-to-day data from the entire departments. Technologies used - ASP.NET with C#, Oracle 10g, JavaScript, Microsoft Visual Source Safe for Versioning, Crystal Reports, and Microsoft Enterprise Library.

e-Sampark (For Chandigarh UT, India) - Sampark is a Department of IT (DIT) initiative in collaboration with all the departments under Chandigarh UT Administration. The aim is set up an integrated chain of Electronic Citizen Service Centres, in Chandigarh and a comprehensive and transaction-based Citizen's Portal. Technologies used - PL/SQL Server Pages (PSP), and Oracle 9i, JSP, J2EE.

eKVI (for M.P. Mandi Board, India) - The project envisages capturing data of market activities 'online' through Smart Card terminals transferring it to computers in market at short intervals and transferring the same through VSAT network to concerned Regional Office and Head Office, Simultaneously. EKVI software would also cover

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host of other market activities Viz. Accounting, Payroll and Establishment, Engineering, MIS, Elections and Naka operations as well. This software is in Hindi as well as in English. Technologies used - ASP.NET, C#, VB 6.0, SQL Server 2000, JavaScript, Microsoft VSS, Crystal Reports, Microsoft Enterprise Library.

**18. WebKraft Technologies as Team Leader from 04th Jun 01 to 18th Jun 04**

**19. Sun Infoways Ltd as Team Leader from 21st Jun 99 to 2nd May 01**

**20. ECE Industries Limited as Software Developer from 01st Jan 97 to 16th Jun 99**

## **TRAINER'S CLIENTS BASE**

Naveen has worked for below Companies as Agile & Scrum trainer/coach:

- Dutch Lady (Friesland Campina)
- Mercedes-Benz Malaysia
- Stryker
- Accenture
- Telekom Malaysia
- Gunung Sewu Indonesia
- Leo Tech Singapore
- EFI India
- EY Malaysia
- SICPA Malaysia
- Osram Malaysia
- FICO Singapore
- Orsted Services Malaysia
- Siemens
- TimeTec Computing Malaysia
- Hilti Asia Malaysia
- FedEx Singapore
- Schlumberger Malaysia
- CIMB Bank
- NCR Corporation
- J P Morgan Chase
- Bank of America
- DBS Bank
- ANZ Bank
- Wells Fargo
- Berkadia
- Allstate
- Barclays
- Etiqa Insurance Malaysia
- MayBank
- AmBank
- FIS Global
- ABB
- Expedia
- Unisys
- Xavient
- Hexaware

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- Ness Technologies
  - Western Digital Malaysia, Philippines
  - CA Technologies
  - Robert Bosch
  - HP
  - Akamai
  - Verisign
  - Hays
  - Danfoss
  - VMWare
  - Dyson Singapore
  - Allscripts
  - Bombardier
  - Shell India, Malaysia
  - Nettium Malaysia
  - Dassault Systems, Malaysia
  - U mobile, Malaysia
  - Maxis, Malaysia
  - Axiata, Malaysia
  - Bank of China, Malaysia
  - John Deere India
  - Materialise Malaysia
  - Sequis life Indonesia
  - EPF Malaysia
  - Tahaluf Al Emarat UAE
  - Herman Miller
  - HCL Technologies
  - Celcom
  - Syngenta Asia pacific
  - Juris Technologies Malaysia
  - Sime Darby
  - Roche Malaysia
  - EY India