Vick Madenian - PMP, CSM, CSPO, SAFe, ICP

Agile Program & Product Leader / JIRA Expert / AI Prompt Engineer

LinkedIn: www.linkedin.com/in/vickpmp
(818) 919-1020 | vick@madenian.com
www.vickmadenian.com

Vick is an expert Agile Program Management Leader, experienced in leading large-scale programs, successfully delivering products and services to 45+ fortune 500 companies, and enabling team success through Coaching and Mentoring

Experienced in the Following Skills

- ✓ Agile Program and Product Leadership
- ✓ Agile / Scrum Coaching and Mentoring
- ✓ Software Platform Development Management
- ✓ Process & Operations Management
- ✓ JIRA, Confluence and Azure DevOps Expertise

- ✓ AI Prompt Engineering on ChatGPT
- ✓ Scrum Product Owner Expertise and Coaching
- ✓ Risk Management and Mitigation Planning
- ✓ Contract Negotiation and Vendor Management
- ✓ Excellent Communication and Conflict Resolution

Professional Certifications

- ✓ PMP (Project Management Professional
- ✓ CSM (Certified ScrumMaster)

- ✓ CSPO (Certified Scrum Product Owner)
- ✓ SAFe Agilist (Scaled Agile) & ICP (ICAgile)

Professional Experience - I have had the privilege of being part of these great companies

AgilePMO – 04/2023 to Present (Remote – Los Angeles, CA)
Agile Program and Product Management Leader
Agile Leadership and Coaching

- Provide high-level governance to the leadership of established and start-up organizations on Agile/Scrum implementation, operation, and continuous improvement.
- Lead and Advise on Agile Transformation initiatives of software product development companies through implementing and monitoring the right Agile methodology (Scrum and/or Kanban) in appropriate environments.
- Conduct Scrum Master and Product Owner training, coaching, and mentoring for all levels of a team (technical, product, and management).
- Train on the proper administration of tools (JIRA, Confluence, Azure DevOps) to support running efficient Scrum ceremonies, enhance visibility, increase collaboration, and overall quality Scrum operations through continuous improvement.
- Conduct AI Prompt Engineering using ChatGPT to create smart and targeted content for internal initiatives.

Deloitte – 03/2022 to 04/2023 (Remote – Los Angeles, CA)
Manager, Program and Product Development – Reported to Engagement Partner
Leadership: Agile Scrum Master leader; providing Coaching and Mentoring; Agile Development Playbook Documentation

Major Achievements

- Agile Scrum Program Management Leadership within key Deloitte client engagements of Agile Transformation through in-house large-scale platform development and implementation or Vendor integration, with the focus of introducing and implementing Scaled Agile (SAFe) / Scrum and Kanban methodologies, using JIRA or Azure DevOps.
- Played key roles in Coaching, training, and mentoring client Product Owners, Scrum Masters, and engineering leadership teams to ensure proper Governance, knowledge transfer, and business continuity.
- Hands-on and advisory Program Leader with objectives of assessing client engagements' Agile Implementation needs, including budget and scope to ensure proper resourcing for successful and timely achievements.
- Conducted a thorough re-write of the existing Deloitte Agile Product Development Playbook, significantly improving the documentation of Scrum Best Practices, and proper governance aspects such as Sprint/iteration and PI planning, Sprint Ceremonies, Monitoring, Team and C-Suite reporting, and retrospectives geared towards continuous improvement through lessons learned.

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Green Dot Corporation – 12/2017 to 03/2022 (Remote – Los Angeles, CA)
Senior Program Manager, Agile Coach – Reported to VP of Program Management
Leadership: Multiple teams of Project Managers, Product Owners, Technical Architects, Software, Database, and QA engineers for the Management of the organization's highest priority Programs.

Major Achievements

- Leading the organization's highest priority initiatives which generate $30+ Billion of transactions, involving multiple internal, external teams and the IRS. These initiatives generate a considerable portion of the company's net profit.
- Coaching and Influencing Project / Product Managers in using efficiency and creativity in managing and properly scoping budgets and programs comprised of multiple projects with different timelines, competing priorities, limited resources, and tight deadlines, while conducting critical risk management, and proper execution of the company's methodology.
- Monitoring the project work of a 7-team department, analyzing workflow efficiency, and making recommendations on resource needs and allocations.
- Increased team member engagement by empowerment of ownership, sense of accountability, and responsibility, resulting in steady increases in productivity and team velocities by up to 35% within 6 months.
- Successfully managed multiple priority enterprise-wide programs including the innovative Banking as a Service flagship product, working with the company's major clients including Apple, Amazon, Uber, Walmart, PayPal, and Stash Invest, while integrating technologies of major vendors (e.g. Plaid, FIS, Deluxe).

Globanet (Acquired by Veritas) – 12/2012 to 12/2017 (On-Site - Sherman Oaks, CA)
Director of Professional Services, PMO and Product Management – Reported to the CEO
Leadership: 11 direct reports: Internal and Contractors; within 4 countries; Project Managers, Engineers, Consultants

- Established the Project Management Office (PMO) with the appropriate tools and processes to govern Product Management (Agile/SCRUM) and Professional Services (Waterfall) functions.
- Defined the roadmap of the company's flagship products.
- Managed the Professional Services department. Accountable for the quality, professional development, and success of direct reports and contractors. Responsible for the delivery of +80 project $5-$10 million portfolio, comprised of complex engagements with timelines from 2 weeks to 4 years.
- Hired highly skilled Engineering consultants, across North America (US / Canada), Europe, and Asia, to provide service to global customers.
- Member of the organization's Executive Leadership team, reported on the progress of the Portfolio and Quarterly Goals on a weekly basis.
- Implemented Portfolio Management, continuously improving artifacts and data used for monitoring and controlling budgets.
- Developed and ensured proper project delivery standards. Conducted retrospectives to review and improve methods as part of the commitment to continuous improvement.
- Worked closely with external partners, and internal Product, Sales, Operations, and Accounting departments to ensure project success, reduced costs, and high billability/invoice rates for engagements.
- Reviewed, approved, and negotiated all client Agreements and Statement of Work, to ensure quality, appropriate timeline, and budgets.

Highlight
Negotiated and resolved troubled projects with the desirable outcome to customers and the company, working closely with the Sales, Finance, and Operations, avoiding the loss of $1.5M+ revenue and invaluable client relationships. Trained and coached multiple junior coordinators to full Project Manager roles.

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Cinsay – 12/2012 to 12/2017 (On-Site - Sherman Oaks, CA)
Director of Product and Project Management – Reported to the CTO
- Implemented Agile / SCRUM methodology for onshore and offshore engineering teams.
- Managed the customer-facing websites and product development.
- Responsible for the product roadmap, story definitions, and quality.
- Managed IT (Network and System) project portfolio, working with the VP of Information Technology to establish project timelines, plan resources, negotiate/allocate budget, and generate progress reports for executive leadership.
- Resident expert on the major internal IT Operations tools, including JIRA and Confluence
- In charge of documenting departments' workflows, advising on enhancements, designing new workflows with best practice standards, and executing workflows within appropriate tools.

   Highlight
   Responsible for the Enterprise Resource Planning (ERP) System (NetSuite), working with internal, external, and vendor teams; Interviewed and documented business processes of every department involved, analyzed all related data and their flow between departments and systems (input, process, output), and managed the implementation project to success.

OneStop – 05/2010 to 06/2011 (On-Site – Dominguez Hills, CA)
Senior Engineering Project Manager / Principal Scrum Master – Reported to the CTO/Founder

- Introduced Agile / Scrum Product Management practices, which resulted in better requirements, better communication between the stakeholders and the execution teams, streamlined work for both in-house and outsourced projects, and resulted in much higher quality deliverables, and stakeholder satisfaction.

   Highlight
   Managed the organization's highest priority initiative of becoming PCI (Payment Card Industry) Level 1 (Highest level of security) compliant. Achieved 100% compliance, within budget, and within an extremely tight deadline.

Vantage Media – 10/2007 to 11/2009 (On-Site – El Segundo, CA)
Senior Project Manager / Scrum Master – Reported to the Director of PMO (Project Management Office)

- Responsible and accountable for analyzing, documenting, and enhancing existing operations, as well as designing new business processes and operational procedures.
- Introduced and Implemented the SCRUM Methodology, and was the company's first Scrum Master.

   Highlight
   Conducted Beta Testing for a vendor's Agile Management product for 6 months, and in return, negotiated $25,000 worth of Onsite Certified Scrum Master training for all of the company's development/QA team members. Transitioned teams from "Waterfall", to Lean-Agile / Scrum, with positive impact on efficiency and quality.

Project Management Institute (PMI) Los Angeles
- **Vice President of Career Development,** bring innovative and creative solutions to the Project community
- **Vice President of Technology / Department Founder,** responsible for the implementation of the right technology to bring operational efficiency and team collaboration (Office365 Implementation/Training) with a focus on chapter and member value
- Manage the all-volunteer Departments, setting the vision, strategy and standards since 2006

Education

California State University, Los Angeles (2002)
- Computer Information Systems (BS Major)
- Production and Operations Management (BS Major)
- Economics (BS Minor)

Vick Madenian
- Agile Program & Product Management Leader and Coach
- Large Scale Software Platform Program and Product Manager
- JIRA Expert