Charlie Elsner

PMP, CSM, CSP, SA, SPC, ACP, BS CS

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Summary

Senior Certified Agile Scrum Master for geo-distributed innovation full stack dev teams using AWS & Atlassian Products •Experienced Agile Process Owner, trainer and coach for a large multinational financial enterprise •Developer of pragmatic processes to create/mentor agile scrum teams and agile programs, 5 Agile certificates •Section manager Lockheed Martin-complex Space Station modeling software development efforts for NASA Mission Control Center •Boeing Military Airplanes Software R&D •Enthusiast in aviation, automation testing, design thinking, lean startup, Chatbot tech

Experience

Invesco, Houston, TX   2000 to Present

Scrum Master and Product Manager (Global Product Innovation Team)

(2018 to present) Leading fast feedback innovation remote development teams as Scrum Master. Products include public-facing Google Assistant Invesco Bot ("hey Google, talk to Invesco"), and number of internal facing web/mobile NLP Chabot solutions using open/inner source full stack (Java, NodeJS, Python, Micro services, Redis, REST APIs, React Native, AWS and Google Cloud, Docker, Jenkins, Jira/Confluence, Rally, Teams/Slack).   I coach our Product Owners, Program release train product strategists. I follow pure scrum (11/2020, 2-week sprints, multi-BLR, Planning, Daily, Review/Demo, Retro) & support DevOps Kanban framework/team, with quarterly self-assessments.

Agile Process Owner (Enterprise Agile Trainer/Coach, Manager, PMO)

(July 2013 to 2018) Lean/Agile trainer and coach improving product development flow through agile team formation and adoption. Experienced in leading enterprise-wide agile adoption, DevOps culture transformation, standards development/auditing, specializing in facilitation of lean value stream analysis events, incubation/ accelerator room/team creation and community of practice events. Senior leader (Tech and Business) event facilitator/coach (similar to SAFe PI Planning Event coordination). Enterprise Architecture standards development and adoption coordinator (TOGAF). Advanced experience in agile team training curriculum development and CMMI auditable standards, training agile trainers, agile event hosting, agile team maturity awareness processes, web/podcast development/distribution, Jira/Rally tool management, advancing automated testing awareness, unique and powerful agile coaching infographics development, event photography and commemorative video distribution, facilitation of scrum master and product owner workshops, and leading enterprise agile process centers of excellence. Certified Project Management Professional (PMP); Certified Scrum Professional (CSP), Certified Scrum Master (CSM); SAFe Program Consultant (SPC), Agile Certified Practitioner (ACP). Additional accomplishments include:

- Lead Architect for enterprise Agile, EA, DevOps standards, and Agile Advisory Board, DevOps Council
- Maintain transparent agile adoption vision and roadmap through multi-media approaches (video, podcast, SharePoint, brownbag-like events) in multiple countries (~5 trips/year HYD, LON, TOR)
- Form/distribute the Invesco agile project/program release management model (influenced through SAFe)
- Develop agile training courseware and delivery techniques (2-day Agile Foundations class on a quality level not found in commercial offerings). ~600 staff members trained
- Conduct weekly global Scrum Master Forum to enable Scrum Master community to share ideas and encourage/cross-train/coach one another with lessons "from the trenches"
- Manage the creation and distribution of bi-weekly Agile Journey Podcast
- Foster local Agile Communities of Practice (e.g., The Houston Agile Round Table)
- Create short high-quality videos used for training purposes, to commemorate new team formations, and showcase teams advancing a uniquely difficult discipline (e.g., continuous delivery)
- Create and administer the enterprise-wide Agile Team Maturity Awareness Process (~40 teams, 5 stages, self-assessed and peer observed, CMMI and ShuHaRi)
- Administer enterprise-wide Rally and support Jira suite of products

(April 2011 to June 2013)   Project Manager Invesco PMO for high-value projects. Also served as Lean IT facilitator on 5 lean events (5-day workshops). This coveted position is awarded to one IT staff member every two years based on a global IT-wide selection process. Principals at Work award.

(July 2000 to March 2011) Manager Software Dev teams on corporate-wide solutions for document/image and workflow management assets (Mobius, AWD) used by approximately 1700 users in 4 countries.

- Selected to lead the first Offshore (India) IT Low-cost Enterprise Center pilot effort and subsequent team of software developers. First 6 devs in 2006, now >1K in HYD.

- Managed Front Office/Call Center custom software solutions for 900 clients (.Net, Web Services, SQL Server, and Citrix); Managed Business Recovery aspects of Transfer Agency IT functions; Administrator of web content management using MS Sharepoint. Toastmaster. International assignments.

Lockheed Martin, Houston, TX   Feb1993 – July 2000
Section Manager, Planning, Scheduling and System Models
- Manager of two ISO 9001-compliant software development teams; ten complex space mission planning applications for the NASA International Space Station and Space Shuttle. Purview over .7 Million lines of code; 38 software practitioners; open systems & Oracle platform; Object oriented development methodologies; stringent configuration management, testing, deployment methods; Silver Snoopy Award.
- Project Manager and Technology Innovation Synthesizer - Advanced technology demo lead for the Lockheed Martin Consolidated Space Operations Contract (CSOC) Technical Demonstration; Effort helped win the contract valued at over $3 Billion: Demonstration effort included the coordination of 12 technology leaders and the Advanced Communication Technology Satellite team from NASA Lewis Research Center. Our team showcased the successful command and control of the ACTS satellite from a single rack of hardware over a web-based dashboard using current industry standards and products.
- Unit Manager, Space Station Resource Manager of software development team (14 engineers) producing Space Station Electrical, Thermal Control, and Life Support System resource planning applications for the Mission Controllers; Included 350,000 lines of code using object oriented designs and C/C++, Oracle; Participant in Software Engineering Institute Capability Maturity Model self-assessment efforts; Primary customer interface.

Barrios Technology, Houston, TX (NASA contractor)   Mar 1990 - Jan 1993
Business Analyst - International Space Station Mission Planner
International Space Station mission controller, developing user requirements for Space Station operations; Served as the software requirements liaison; Trained for real-time Mission Support duty.

Boeing Military Airplanes, Wichita, KS   Jan 1986 - Feb 1990
Engineer - Real Time Systems/Software
Boeing Company Representative to the Department of Defense Joint Integrated Avionics Working Group (JIAWG); Member of the Boeing Research and Engineering Technical Staff; Lead Engineer on the Software Technology for Adaptable, Reliable Systems (STARS) software reuse repository; Boeing representative to the 1989 "Chief Programmer" class by Harland Mills; Member of Independent Research & Development (IR&D) project to develop standards and guidelines for building reusable avionics software.

Education / Certifications

Bachelor of Science, Computer Science, Texas A&M University, College Station, Texas

Scaled Agile Framework Program Consultant, SPC, Scaled Agile Academy

SAFe Agilist (SA), Scaled Agile Academy

Certified Scrum Professional (CSP), Scrum Alliance

Certified ScrumMaster (CSM), Scrum Alliance

Project Management Professional (PMP 1397815), PMI

Agile Certified Professional (ACP), PMI

AWS Certified Cloud Practitioner

Personal

Avid reader/learner (>300 agile s/w dev Kindle books). Udemy/Pluralsight courseware consumer. T-Shaped, Passionate, High-Energy Servant Leader. Certified AWS Cloud Practitioner. Selenium (and related) automated testing. PPL Ground School (starting 2021). Volunteer on corporate D&I leadership team. 2008-2019 served on the Board of Directors (founder and president) for a philanthropic public 501c3 charity supporting under-resourced children and widows in India. Husband and father. I have multiple references available upon request.