Carsten O. Piske

PMP, ICP-ENT, ICP-ACC, CSM

Montréal, QC | 514.969.6704 | cpiske@gmail.com | linkedin.com/in/carstenpiske/

CAREER SUMMARY

Agile Leader, Program Manager, and Coach with experience managing global cross-functional SW development teams. Results-driven and data-focused with strong technical background. Skilled in coaching, mentoring, and teaching technical teams to foster strong relationships and implement an agile mindset. Proficient in German, English, and French. Expertise includes IT Management, Agile Leadership, Agile Coaching, Customer Focus, Relationship Building, Product Release Management, and Talent Management.

PROFESSIONAL EXPERIENCE

GoTo (previously LogMeIn), Montreal, Canada   2020-present

(One of the world's largest SaaS companies; partner for companies to connect, collaborate, secure their workforces)

Senior Advisor Agile Coaching, UCC

Mentored engineering directors and their teams to enhance agile maturity

Manager, UCC Agile Office Canada

- Oversaw all agile programs and personnel in the Agile Office
- Continued serving as Agile Coach for select engineering teams

Agile Coach

- Guided scrum teams, team leads, product owners, and directors in adopting agile principles, streamlining cycle times.
- Assisted multiple SCRUM and Kanban teams in enhancing agile software development practices and knowledge.
- Built strong relationships with all team members, coworkers, and managers through proactive networking, fostering trust and effective collaboration with remote team members.
- Coached two culturally diverse teams in improving communication and collaboration, reducing miscommunication and rework, resulting in faster development.

CAE, Montreal, Canada   2019-2020
(Worldwide leader in training for civil aviation, defense and security, and healthcare markets)

Agile Transformation Coach
- Coached and trained Scrum Masters, Product Owners, and business owners in agile frameworks, resulting in faster releases.
- Delivered agile trainings to various CAE departments, promoting an agile mindset and culture.
- Mentored teams to improve speed through agile concepts and mindset adoption.
- Facilitated vision, safety, and health check sessions for stronger team commitments and improved visibility.
- Conducted an agile maturity survey to assess team progress.
- Led the successful transformation of the health department from Waterfall to Scrum methodology.

Micro Focus, Montreal, Canada   2016-2019
(Global infrastructure software company. They acquired previous company, GWAVA)

Program Manager and Agile Coach
- Managed a portfolio of Agile-Scrum software development projects with budgets up to $700k each.
- Successfully converted GWAVA's Kanban teams to Scrum.
- Coached and mentored global teams in Agile frameworks, resulting in increased efficiency and more consistent target attainment.
- Conducted an agile maturity survey for 60+ global teams, improving the agility of 80% within a year.
- Facilitated and provided best practices for Scrum artifacts and ceremonies, allowing teams to make agile improvements and track progress.
- Led the development and implementation of a DevOps process for a major development team, resulting in 12 releases per year, up from 2.

GWAVA Inc., Montreal, Canada   2005-2016
(Archiving, security, disaster recovery solutions, on-prem and in the cloud)

Project and IT Manager
- Implemented Agile Kanban framework to improve product quality and increase release frequency.
- Successfully managed waterfall software development projects up to $500k each.
- Recruited 20 technical staff, resulting in faster and higher-quality releases, and increased cross-functional skills.
- Led the migration from Bugzilla to Atlassian's Jira and Confluence, integrating issue tracking with agile frameworks.
- Oversaw IT operations, providing reliable and high-quality services to internal and external customers.
- Managed virtualization infrastructure projects, reducing 30+ physical servers to 2 virtual hosts, reducing energy consumption and improving efficiency.
- Enhanced security through firewall and VPN implementations, central anti-virus solution, effectively preventing security breaches and data loss.

Novell Canada Ltd.
2004-2005
(Provider of information solutions)

Technology Solutions Architect
- Managed Proof-of-Concept and Product Pilot projects in pre-sales opportunities for non-named accounts.

Systemcorp A.L.G., Montreal, Canada - **Engagement Project Manager**
ADOPT Technologies Inc., Montreal, Canada - **Project Manager**
2020 Technologies Inc., Laval, Canada - **Project Manager**
3-Soft Inc., Brossard, Canada - **Project Manager/MIS Supervisor**

CURRENT CERTIFICATIONS

Certified Professional: Agility in the Enterprise (ICP-ENT), 2022
Agile Hybrid Project Pro (PMI), 2021
Certified Professional: Agile Coaching (ICP-ACC), 2017
Certified Scrum Master (CSM), 2011
Project Management Professional (PMP), 2001

EDUCATION AND PROFESSIONAL DEVELOPMENT

Agile Coaching Workshop (ICP-ENT), 2022, London
Agile Coaching Workshop (ICP-ACC), 2017, San Diego
Leadership for Engineers, 2016, Delft University (online delivery through edX)
Scrum Alliance Certified Scrum Master training, 2011, Montréal, Québec
Sandler High-tech Sales Bootcamp training course
Project Management course at McGill University, 2000, Montréal, Québec
B.Sc. comparable (DV Kaufmann), Berlin, Germany