

JOSEPH COHEN

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SUMMARY

Highly motivated and results-oriented leader with 15+ years of experience leading large-scale transformations, including agile implementations, technology enablement initiatives, and organizational change management. Proven ability to drive successful digital adoption, minimize resistance, and deliver significant improvements in efficiency and performance. Skilled in building and empowering high-performing teams, developing engaging stakeholder strategies, and navigating complex environments.

KEY QUALIFICATIONS

- Proven track record of leading successful change management initiatives across diverse organizations and industries, from agile transformations to technology rollouts.
- Extensive experience in designing and implementing impactful change management plans, encompassing stakeholder engagement, communication, training, and resistance management.
- Highly adept at leading and motivating geographically dispersed teams, fostering collaboration and achieving organizational goals.
- Masterful communicator and influencer with excellent verbal, written, and presentation skills, capable of effectively communicating complex concepts to diverse audiences.
- Deep understanding of agile methodologies and proven ability to drive adoption, leading to increased team velocity, improved code quality, and faster delivery cycles.
- Skilled in project management and resource allocation, ensuring tasks are completed on time and within budget.
- Passionate about continuous improvement and professional development, staying current with industry trends and best practices.

EXPERIENCE

Senior Manager | PWC | US, TX, Dallas | October 2023 - Current

- Defining ways-of-working across 10+ teams for a multi-year SAP migration
- Orchestration across domains in the scoping, estimation, and impacts to 30+ internal solutions interfacing in the migration from ECC to S/4 HANA Public Cloud

Senior Manager, Scrum Master | Accenture | US, TX, Irving | July 2021 - February 2023

- Led agile transformation encompassing 18 teams to implement Kanban facilitating a clear path to completion and identifying areas for improvement including engineering bottlenecks.
- Developed new JIRA workflows and processes to improve team velocity and code quality for 100+ teams.
- Grew the agile practice mentoring agile coaches and scrum masters within the US ATCs. Improved team performance with cadences of retrospectives, sprint planning, daily standups, Sprint demos and reviews resulting in a 10% increase in quality and 15% reduction in cycle time.

Senior Technical Project Manager | JCPenney | US, TX, Plano | March 2020 - July 2021

- Directed agile initiatives to mentor 22 engineers in Scrum methodologies, increasing sprint velocity and reducing feature delivery times from several months to 1-2 sprints.
- Partnered with product management to develop product operations focus and optimized feature prioritization and release cadence.
- Tracked operational KPIs and platform metrics to ensure optimal delivery and release quality.

Senior Software Delivery Project/Program Manager | AT&T | US, TX, Plano | June 2017 - March 2020

- Achieved \$400K in year-over-year cost savings by championing open-source tools and platforms.
- Managed cross-functional teams to deliver internal web applications improving productivity and user experience for internal customers.
- Led engineering teams developing a legal compliance system to securely manage sensitive data under tight deadlines.

Professional IT Business Manager | AT&T | US, TX, Plano | July 2014 - June 2017

- Led offshore agile team building machine learning web application to identify fraudulent activity, enabling proactive detection of fraudulent activity over reactive (identification through reporting or findings).
- Delivered modular data center solution (infrastructure) utilizing Scrum.
- Managed proof of concept projects leveraging emerging technologies like Docker, Elasticsearch, and NoSQL databases.

Senior Scrum Master | Capital One | US, TX, Plano | April 2013 - July 2014

- Managed 3 agile teams with \$3M+ budget building a new mortgage data warehouse.
- Standardized agile processes across 9 teams, improving code quality and performance.
- Led scrum ceremonies and cleared impediments to ensure on-time delivery.

Senior Business Systems Analyst | Capital One | US, TX, Plano | September 2011 - April 2013

- Spearheaded transition from SDLC to Scrum, piloting new agile processes across the organization.
- Orchestrated data migration of 187 reports to new warehouse with 100% uptime.
- Decommissioned legacy data marts and databases through the transition.

Business Analyst | Nexen Petroleum | US, TX, Plano | August 2010 - September 2011

- Delivered e-forms and mobile data collection solutions on OpenText platform.
- Redesigned business processes, introducing efficiencies as part of systems delivery.
- Mentored IT staff on systems analysis and commercial technology.

Consultant | Accenture | US, TX, Irving | September 2009 - August 2010

- Led team supporting an application with 1000+ users. Managed change control and operational reporting.
- Implemented SAP modules overseeing client setup, patching, and upgrades.

Consulting Analyst | Accenture | US, TX, Irving | May 2008 - September 2009

- Executed system testing across assembly, product, and performance phases.
- Developed training programs and led technical requirements gathering.
- Coordinated test planning and execution for clients.

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Engineering Co-op | Alcatel – Lucent | US, TX, Plano | March 2006 – May 2007

- Facilitated cost-reduction and optimization efforts for equipment installation using data analysis.
- Designed, developed, and implemented a database for cost tracking of new products and a custom reporting tool for upper management.
- Automated report development using VBA in Excel.

EDUCATION

- MBA, International Management | University of Texas at Dallas | Richardson, TX
- BS, Finance and Business Administration, Management Information Systems | University of Texas at Dallas | Richardson, TX

CERTIFICATIONS

- Certified Scrum Master (CSM) | Scrum Alliance
- Certified SAFe Agilist (CSA) | Scaled Agile
- Cloud Practitioner | Amazon Web Services (AWS)
- Migration Ambassador Foundations | Amazon Web Services (AWS)
- Cloud Digital Leader | Google Cloud Platform (GCP)

SKILLS

Technical

- Agile Methodologies (SAFe, Scrum, Kanban)
- Atlassian JIRA & Confluence
- Systems Analysis & Requirements Gathering
- Cloud Platforms (AWS, GCP)
- Data Analysis / ETL / Data Warehousing
- Incident & Release Management
- Product Operations
- Road-mapping
- Technical Project / Program Management
- Technology Strategy

Business

- Budget and Vendor Management
- Business Process Improvement
- Business Strategy
- Cross-functional Leadership
- Journey & Capability Mapping
- People / Program / Project / Operational Management
- Risk Mitigation
- Stakeholder Engagement & Influence