

ÖZGÜL TURAN, ICP-ACC, CSM, PMP

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PROFILE

- A passionate technical delivery professional with strong organizational and people skills to deliver complex initiatives with multi-disciplinary teams using agile principles and practices.
- Proven strategic enterprise projects within the financial services and technology arena; delivering value and impacting change through transformative initiatives to yield market differentiation, new product introduction, IT modernization and operational agility.
- Fostering collective ownership and co-create solutions by engaging new ideas, diverse perspectives, and exploring all possible solutions with all stakeholders.
- Ensuring strong commitment to project goals and enabling stakeholder alignment throughout execution.
- Dedicated to providing best in class professional services experience with customer-first attitude.

HIGHLIGHTS

- Charles River Investment Management System (CRIMS) implementations across all LOBs at BMO involving application architecture changes, systems integration, performance improvements, customizations and rollout of new portfolio management features and capabilities across 400+ investment advisors.
- Enterprise-wide Identity and Access Management Program to strengthen information security risk posture through centrally governed and managed audit and access controls at BMO. Sub-projects managed:
 - Enterprise on-boarding of privileged credentials to Global Services (CyberArk).
 - Request, Authorization and Auto provisioning of birth right access (AD, remote access, myHR, email).
 - Access Governance Controls; Enterprise logical and privileged access management standards, implementation of standards and automated reporting and analytics framework.
- Enterprise-wide Clarity enhancements to enable centralized time tracking and payment processing for 3rd party service providers and consultants at BMO.
- Enterprise-wide implementation of BlackBerry10 service support infrastructure for BlackBerry.
- Development and launch of critical illness health insurance for SunLife Financial.
- Transformation of electronic and paper statements, cheque processing and ATM operations for major banks at Symcor.
- Experience with Cloud-based applications, DEVOPS, Microservices Frameworks, and APIs.
- Influencing organizational agility and agile adoption by providing coaching, mentoring, and training.

EMPLOYMENT HISTORY

Scrum Master / Agile Project Manager / Coach – August 2017 - Present

CIBC – Contact Centre process automation

RBC– Web and mobile development teams for digital and open banking

Scotiabank – Back-office consolidation for trade confirmations.

- Wearing multiple hats as an agile coach, scrum master, business analyst, and product owner to help teams deliver significant business value that improves revenue, customer satisfaction and cost savings.
- Delivering training and workshops on Scrum, Kanban, XP, and Lean Startup practices.
- Kick-off / re-start new initiatives by defining vision, problems, outcomes, solution approach, success metrics, MVP using canvases, impact mapping, vision board.
- Helping stakeholders recognize trade-offs involving cost, product quality, feature development, time-to-market, and staffing.
- Helping newly appointed product owners learn about product discovery, story mapping, user story/epics/acceptance criteria, DOR, DOD in product development lifecycle.
- Facilitating workshops and fun retrospectives that result in identifying improvement opportunities. Maximize participation of individuals by applying facilitation techniques using Liberating Structures.
- Increasing velocity by improving engineering practices via DEVOPS culture (automation, CI/CD, continuous re-factoring, pair-programming, TDD/BDD), minimizing systemic delays and improving communication flow.
- Providing hands-on support with respect to creating an ecosystem view of the product, visualizing end to end value stream, improving and adapting the process in which work gets done, increasing cohesion, removing blockers, clarifying requirements and acceptance criteria, defining user flows and edge cases, coordinating end user testing and release events, triaging production defects, looking few sprints ahead to eliminate risks.
- Actively participating in Agile Community of Practice (CoP) to evolve Organizational Agility, Agile@Scale, Product-Centric delivery, Organizational Growth Mindset and Continuous Learning culture.
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BANK OF MONTREAL – *Wealth Management- Scrum Master/Senior PM - Nov 2013 – May 2017*

- **Process Automation and Application Modernization initiative:** Led development of Business Case, collection of financial data on possible solution alternatives, and exploration of the most viable business model for Charles River Investment Management System (CRIMS) platform refresh and portfolio management transformation in Wealth Management, Asset Management and Private Banking.
- Aligned team around a shared schedule; integrated all deliverables into a single plan and communicated to a large group of stakeholders to keep everyone in-sync. Successfully delivered technology changes involving architecture changes, infrastructure consolidation, data workflow management, performance improvements, and custom development. Transformed business processes in areas such as Trading / Order and Execution, Settlement, Portfolio Management, Portfolio Reporting and Analytics, Compliance and Customized Alerts and Reports.
- **Process Re-engineering initiative:** Managed finance, accounting, procurement technology and business process changes to streamline and simplify the 3rd party / contractor sourcing, billing, invoicing and chargeback allocations. Deliverables involved application enhancements, new interface development, systems integration, new data sourcing / data mapping and interface development. Facilitated product backlog refinement meetings, daily standups, sprint planning, sprint reviews and sprint retrospectives.

- **Regulatory Compliance initiative:** POS3 (Point of Sale Disclosure) Readiness– A regulatory initiative for pre-sale delivery of fund fact disclosure documents to mutual fund investors crossing over multiple LOBs with a mix of waterfall and agile delivery approach. Assigned to recover the project from deep technical debt due to suboptimal design and software development practices and to meet the fixed launch date. As a project technical recovery lead, created SWAT teams, WAR rooms, engaged cross-functional SMEs, facilitated daily senior decision committee meetings and applied agile framework to rapidly fix and deploy changes into UAT and production environments. Met regulatory implementation date and resolved all technical debt through weekly releases post-implementation for following three months.

SUN LIFE FINANCIAL – *Senior PM, September 2012 – August 2013*

- Managed development and commercialization of a brand new critical health insurance product with 40 team members located onshore and offshore. Organized the team by value streams and managed multiple delivery pods. Managed executive reporting and daily communication across a complex stakeholder structure.

BLACKBERRY – *Program Manager - February 2011 - August 2012*

- **Corporate Technology:** Implemented enterprise-wide Identity and Access Management (IAM) solution by leveraging Oracle suite of products. Completed data integration between IAM and SAP, Active Directory, MS Exchange, BlackBerry Enterprise Server, and Facilities Management Systems. Launched both web-based and mobile self-service password reset, digital onboarding and new hire provisioning capabilities. Established business and support processes for change intake, release management, change management, incident reporting, system administration ownership and ongoing maintenance. Managed contracting process, vendor relations, and vendor deliverables.
- **Application Modernization:** Launched MS Lync 2010 on BlackBerry global network without disruption to 16,000 users. Set-up Lync federation with partners and carriers; and introduced group chat capabilities across the enterprise.
- **Program Planning:** Defined program strategy, cross-functional teams /sub-projects/ roles & accountabilities to build new service support foundations for new generation smartphones.

SYMCOR – *Scrum Master / Project Manager, Apr 2007 - Feb 2011*

- **Client Onboarding:** Design, development and testing of image capture, clearing, posting, and presentment of cheque involving front-end and back-end system system changes to onboard SunTrust payment processing operations. Design development, and testing of electronic and paper statement production solutions for MTSAllstream.
- **Outsourcing** of ATM business operations to India three months ahead of schedule and 20% under budget.
- **Innovation:** In-house development and rollout of electronic fraud detection software to eliminate duplicate processing of cheques using scrum framework. Run daily scrum meetings, led sprint planning sessions, conducted sprint reviews and sprint retrospective and generated performance metrics (team capacity, velocity, sprint burndown, defects, committed/completed user Stories, user story acceptance/rejection).

Pinnaca – *Project Manager, Nov 2005 - Mar 2007*

- Managed initiatives involving the design and implementation of IP-based video conferencing services.
- Supported Sales in RFP development, client presentations, and project delivery strategy.

BT Canada – Implementation Services Lead, Jun 2003 - May 2005

- Managed multinational client relationships to meet their global network connectivity needs. Provided project management training to junior implementation specialists. Improved efficiency in client onboarding process.

EDUCATION and CERTIFICATES

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| 2018 | Certified Agile Coach (ICP-ACC), ICAgile |
| 2017 | Design Thinking Agile Product Owner Business Innovation Leading Change Enterprise Agile |
| 2009 | Certified Scrum Master, Scrum Alliance |
| 2005 | Project Management Professional - PMI |
| 1996 | B.Sc. Electrical Engineering, Yildiz Technical University, Turkey |

EVENTS AND COMMUNITY INVOLVEMENT

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- Organizer of Toronto Agile Product Open 2019
 - Agile Coach Camp Canada
 - Coach Skills for Agile Workplace, ICAgile
 - Regional Scrum Gathering Canada
 - Toronto Agile Community (TAC) Conference
 - AgileTO, KanbanCanada and Product School meetups