

Steven T Kasap, SAFe, CSM
Fort Lauderdale. FL 33323
954-254-7373
skasap@bellsouth.net
www.linkedin.com/in/stevekasap/
Delivery Leader | Project Manager | Senior Manager

Passionate in my career adding organizational value as an Experienced Leader and vendor manager in Information Technology, offering extensive success leading all phases of diverse projects; Leading teams of 12+ geographically dispersed engineering employee and vendor resources, delivering projects on time and within budget while leading the implementation of successful projects, reengineering, cost savings, audits, production change processes and excellent collaboration / influential experience.

Core Skills

Development Management:

- Custom Software Development
- Systems Engineering
- System Migrations / Integrations
- Enterprise-Wide Implementations
- End to End Project Management

IT Project Lifecycle:

- Costing & Budgeting
- Project Scheduling
- Testing/Qa/Rollout/Support
- Requirements Analysis

Technical Skills:

- SCRUM including SCRUM Ceremonies.
- Agilist
- JIRA
- Pforce- Salesforce Tool
- CA Rally
- Confluence
- ServiceNow
- Archer
- Central Asset Repository
- CI/CD
- MS Office Tools (Word, Excel, PowerPoint, Visio, Outlook)
- Older Skills: COBOL, JCL, INFOMAN, DB2

Value-Added Leadership:

- Cross-Functional Supervision
- Collaboration
- Influencing at all management levels
- Team Building & Mentoring
- Vendor Management
- Geographically Dispersed Resource Management
- Self-Motivated

Risk Management:

- Compliance Integration
- Privacy Adherence
- Audit Resolution
- Risk Controls
- Disaster Recovery

Experience

Johnson Controls Inc via Contract through Modis/Adecco
Remote

2021 – July 2023

Application Delivery Leader

As an ADL I am responsible for the Delivery of Projects and Enhancements of a team of engineers. Making sure all phases of the project lifecycle are adhered to using an Agile and Hybrid SDLC. Along with working with global business partners to understand their expectations and set expectations. Directs development teams in the areas of scheduling, technical direction, future planning, and standard development practices.

- Setup a \$300K Agile Cadence with the Salesforce Enhancement team (2.5 vendor resources) and Business Partners to go through user stories and prioritize with the business to agree on what changes can be delivered for each sprint. Along with this we have introduced a standardized approach to identifying stories at least 1 sprint ahead. This resulted in reducing pain points since the business and IT are aligned with what will be delivered.
- Led a team of 9 offshore resources to implement a \$600K Skills Based Routing for Salesforce cases. This involved leading the team throughout the entire project including managing roadblocks or any issues that arose. Reviewing and approving resource actuals vs Estimated Hours. This was done with open and ongoing communication with our business partner including communicating difficult impediments and resolving those through collaboration.
- Led a team of 10 offshore resources to implement a \$600K Global Standardized Case Intake process withing Salesforce. This enables the business unit which handles complex HVAC, Fire or Security cases to have as much information as possible from the salesperson using dynamic questions. Reviewing and approving resource actuals vs Estimated Hours. This involved coordination with Business Leaders across the US, Europe, and Asia to align on what information to add without adding too much extra work for the salespeople.
- Completed 3 highly visible Technical Assessments with no funding to bring 4-5 Salesforce Instances together to harmonize the processes for Leads, Opportunities and Inside Sales Enterprise wide. Gathering information from senior business leaders and working across multiple regions to gain their agreement on approach and obtain estimates to present cost and options to leaders on which direction the enterprise wants to take. The results of the assessments are expected to be implemented in 2024 and save up to \$5M per year.

American Express – Southern Regional Operating Center
Sunrise, FL

1995 - 2021

Technical Project Manager | Scrum Master & Product Owner (Dual role)

2017 – 2021

As Manager of the change management process, I lead a team of Teradata Engineering resources geographically located in the USA and India autonomously that delivered business value through reviewing and approving all software changes in the production environment using the Enterprise software installation processes.

- Reviewed and approved software changes going into the enterprise production analytical environment (Teradata Warehouse) which contains PII (Personally Identifiable Information) Improved change request approval time efficiency by 66% while maintaining 100% system availability within Teradata by moving from SharePoint to JIRA.
- Represented internal audits including reviews, developed, and implemented action plans to resolve audit findings with timely resolution.

Scrum Master & Product Owner

As product owner, led a team of 12 DataPower engineering resources (2 onshore 10 offshore) autonomously for DataPower which is a middleware messaging product. \$2M Budget

- Established priorities, managed a budget, communicated, and aligned priorities between Technologies and Business stake holders. Delivered 99.9999% for DataPower availability while deploying large scale projects such as Use Points on Amazon and Bank Based Underwriting.
- Led Scrum Ceremonies and user story pointing to ensure priorities were aligned with interacting systems.

Customer Relationship Management Strategist**2015 – 2017**

Worked on a team with executives to develop and determine how the strategy for CRM (Customer Relationship Management) would look in the future.

- Collaborating with Senior Business and Technology Leaders to determine exactly what the requirements were and the time to develop a clear precise strategy to move from the internal Legacy CRM systems.
- Researched New and Emerging CRM products and technologies via Websites, White Papers, Meeting with current users of new software.
- Engaged 3rd party software companies to provide overview of their CRM product.
- Reviewed in detail the pros and cons of each software provider.
- Ensured all 3rd party software adhered to Enterprise Legal, Compliance and Privacy policies.
- Prepared Presentations for Senior Leaders on recommendations and suggestions on what was reviewed, researched and how to move forward.
- Final recommendation was to build the new CRM system internally using Big Data due to the conclusion that the Legacy system worked well, and the knowledge was already in house so there was no budgetary or time reason to bring in a 3rd party software solution.
- Successful outcome was an approved \$3.2M strategy to move the 360-degree view of a customer from legacy platforms onto Big Data Platforms. This included how a new linking process would look like along with other capabilities on the legacy systems.

Lead Developer / Technical Project Manager**2008 – 2015**

Led teams across broad technical, financial, and business disciplines.

- Led a team of 15 Cobol Resources in the USA and India, concentrating on Testing of software enhancements before the changes were ready for the installation into the Mainframe Production System.
- This included 200+ test projects a year, setting up Test Data Characteristics, ensuring connectivity between multiple applications such as A/R, New Accounts, Credit Card Authorization and Credit and Collection systems.
- Collaborated with Business Partners to define requirements for enhancements to the current Customer Relationship Profile System (Demographic and Customer Linking System).
- Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Coded COBOL, JCL and DB2 Programs for Customer Demographic, Credit Bureau Reporting and Credit Account Monitoring systems with high quality.
- Honored with Chairman's Award for Innovation in 2008 in recognition of outstanding project results for Automated Address Validation.

Prior roles:

Senior Programmer

Junior Programmer

Telephone Service Center Representative

1995 - 2008

Education & Credentials

Associate of Science (AS), Graphic Arts Technology, **Miami Dade College**, Miami, FL

- Scaled Agile Framework Certified (SAFe)
- Certified Scrum Master (CSM)
- Harvard Certificate in Leadership Excellence