

Alex Gbaguidi

Region Partner



<https://www.linkedin.com/in/alexgbaguidi/?originalSubdomain=ca>



ABOUT

I have been providing IT consultancy services in different sectors such as telecommunications, finance, banking and aviation for more than 20 years. The combination of all these experiences allowed me to specialize in project management.

PROFESSIONAL EXPERIENCE

- **Future Agile / Agility Consultant**

June-2023/2024

- **Founder & CEO**

Atypic Digital · Permanent Full-time
Nov 2021 - Present · 2 years 7 months
Dakar region, Senegal · Hibrit

Our mission at Atypic Digital is to help our clients properly plan, implement and navigate through a digital transformation or an agile adoption program. We work actively with your teams to deliver value early and often. Our Focus: Scrum, Lean/Kanban, Agile at Scale, Disciplined Agile, SDLC, Business Intelligence. Industry experiences: Telecom, Finance & Insurance, Banking, Aeronautics, Retail, Marketing & Advertising, Loyalty Programs, Movies & Entertainment, Energy, Governments.

Abilities : Leadership · Scrum · Product Management · Kanban · Digital Transformation

- **Founder & CEO**

Activalex Inc. · My own business
Mar 2019 - Present · 5 years 3 months
Montréal, Québec, Canada · Hybrid

- **Professional Scrum Trainer (PST)**

Scrum.org · My own business
Aug 2021 - Present · 2 years 10 months
Dakar, Senegal

Teaching official Scrum.org courses: APS, PSM I, PSM II, PSPO, PSPO-A, PAL-E, PAL-EBM, PSK Visit my trainer profile for more details - <https://www.scrum.org/alex-gbaguidi>

Skills: Agile Leadership · Scrum · Kanban · Digital Transformation · Digital Strategy

- **Professional Kanban Trainer (PKT)**

ProKanban.org · My own business
Dec 2022 - Present · 1 years 6 months
Dakar Region, Senegal

Offering ProKanban.org training courses in Africa and around the globe.

Abilities : Agile Coaching · Product Management · Kanban · Lean Management · Project Management

- **Remote:AF Guide & Early Adopter**

remote:af · On-Call
Aug 2020 - Present · 3 years 10 months
Sydney, New South Wales, Australia

- Launch remote teams with confidence using the remote agile framework.- Learn more here:
<https://www.remoteaf.co/launch-teams>- Translating all Remote:af patterns in French with Jeremie B.

- **Scrum Master | Agile Coach**

Pfizer · Contract Full-time
Aug 2022 - Apr 2024 · 1 years 9 months
Boston, Massachusetts, United States · Afar

Supporting multiple agile teams within the Pfizer Digital division.

- **Community Lead @ Africa User Group**

The Liberators Network · On-Call
Feb 2022 - Mar 2024 · 2 years 2 months
Utrecht, Netherlands

Introduce the Liberating Structures and other Agile ways of working to the african practitioners.

Abilities: Scrum · Kanban · Digital Transformation

- **Agile Coach / Scrum Master**

Pluralsight · Contract Full-time
Mar 2022 - June 2022 · 4 months

Assist the IT leaders during a migration from one legacy CRM a new one.Using Scrum, Kanban and facilitation techniques, we are making core issues transparent.Documenting key work items in a backlog ordered by a Product Owner.

Abilities: Agile Application Development · Scrum · Product Lifecycle Management · Product Management · Kanban

- **Agile Coach**

PSP Investments · Contract Full-time
Jun 2021 - Feb 2022 · 9 months
Montreal, Quebec, Canada

- **Agile Coach**

Hydro Québec · Contract Full-time
Aug 2020 - Jul 2021 · 1 years
Montreal, Quebec, Canada

Active member of the Agile Center of Excellence (CEA) creating the doc. of HQ agile reference, · Act as agile coach for around ten new agility teams within the Principal Direction (PD) of Hydro-Québec's electrical products in the midst of digital transformation, · Train and support eight (8) Scrum Master & Product Owner (PO) on best practices in backlog management and prioritization in JIRA; · Introduce development teams to previously unpracticed Scrum events: sprint planning, review and retrospectives. · Lead introductory workshops on agility, Scrum and Kanban for the development teams and for the leaders of the different PDs of the VP ICT of HQ. · Introduction of kanban in support teams to better visualize and monitor the flow of incoming and outgoing requests.

- **Agile Coach, Scrum Master**

Metro Inc. · Contract Full-time
Nov 2019 - Aug 2020 10 months
Laval, Quebec, Canada

My mission is to help new teams understand and adopt the mindset, values and principles of Agile.

- Consulting on Metro.ca e-commerce platforms (Web and Mobile) and SAP Marketing projects.
- Acting as a Scrum Master and Agile Team Coach for development teams including analysts, coders and testers.
- Facilitate scrum events, help the teams with story mapping, DoD.
- Assist a service team starting with Kanban to visualize the flow of IT demands from Metro Stores.
- Also working with IT directors to put in place a community of practice (CoP) and introduce more agility in the whole IT organization.
- Prepared custom training content on tools like JIRA and Confluence for team leaders.
- Acted as JIRA & Confluence administrator, also part of the Gouvernance committee for ALM tools.
- Helping interested leaders prepare the PSM1 and PSPO1 exams by going thru the scrum guide and discussing agile principles.
- Introduced the IT Directors to Disciplined Agile basics,
- Keeping development teams engaged using gamification and teaching tools like Kahoot!

Methodologies: Scrum, Kanban, Scrumban, Waterfall, Disciplined Agile

Tools & Technologies: Trello, JIRA, Confluence, SAP Marketing, SAP Commerce (Hybris)

- **Agile Coach, Scrum Master**

Pratt & Whitney Canada · Contract Full-time
Sep 2018 - Oct 2019 · 1 years 2 months
Montreal, Quebec, Canada

- Leading four cross-functional teams on an innovative enterprise-wide SAFe program with hundreds of stakeholders.
Project goal: Improve an internal process between P&WC and Suppliers.
- Acting as a Scrum Master on an Analytics project for the Sales department.
Project goal: Integrate multiple data sources behind one portal accessible to the salesforce.
- Acting as a Scrum Master on a two-part mobile project building the foundation of mobility at P&WC but also building one of the first native mobile app at Pratt. This app will be available to Pratt clients on Apple & Android devices.
- Acted as co-lead of the P&WC community of practice focused on spreading the values and principles of agile among leaders. We hosted weekly activities to discuss and have fun while learning new concepts. Our Agile Games were a great success.

Technologies: Dassault Systemes Enovia, Exalead Cloudview, CATIA, Dynamics CRM, SAP BW, Microsoft TFS, MS Project 2016, MS Project Server, PLM, MBD, 3D Design, Mobility, SDLC, Kahoot!

Project Methodologies: Waterfall & Agile (Scrum, Kanban, DevOps, Scrum of Scrums, SAFe 4.6).

- **Senior Business Analyst, Product Owner**

Air Canada (ex AIMIA, inc.) · Contract

Apr 2018 - Sep 2018 · 6 Months

Montreal, Quebec, Canada

- Primary point of contact for new and changing requests within assigned commercial units (CU)
- Collaborating with internal customer to gain an understanding of the “roadmap” of activities for assigned CU and develop an integrated annual plan that is aligned with long term objectives
- Assess new requests and assure they follow the most efficient handling process
- Guide the commercial units throughout the request approval process (gates), including assessment, triage, prioritization and selection
- Maintain monthly pipeline and dashboard reports, in order to anticipate commercial development and partner implementation needs
- Support the elaboration of business cases, identify cross-functional synergies, and maintaining open and constant communication with business owners and other supporting functions within the Ops
- Guide the internal customers throughout the project qualification phase which includes the initial planning of the project, the participation in the funding authorization exercise and the analysis/engagement of key stakeholders
- Endorse, and get agreement from CUs and supporting stakeholders on proposed request scope ensuring it is tied to business objectives and is within budget envelope
- Ensure smooth transition of selected requested to the operational functions and/or to the PM, when ready for exploration and execution, by discussing staffing needs, objectives/scope, initial high-level timelines and associated authorized budget
- Define KPIs in collaboration with the Commercial Unit and evaluate overall portfolio performance (business case and/or business value)
- Participate in department manpower resource allocation and Cost Control activities when required
- Proactively defines key areas of improvement and develop and implement enhancements in line with Aeroplan long term needs.

Tools & Techniques : Waterfall, Agile, PMO, JIRA, Confluence, Trello, PeopleSoft, Visio 2016, Project 2016, Office 365, Windows 10 , Office 365, Sharepoint.

Senior Business Analyst, Product Owner

Manulife · Contracted

Nov 2017 - Apr 2018 · 6 months

Waterloo, Ontario, Canada

- Collaborated with Agile teams during inception phase and initial backlog prioritization.
- Led intake activities to follow Project Management Framework and complete project deliverables in planning phase
- Led workshops with VPs and senior leaders to gather high-level business and IT requirements for new projects,
- Monitored project progress and communicate effectively to project sponsor and project team on a timely manner,
- Tracked project metrics (progress, resource and financials) using Manulife Project Management Office tools and templates,
- Established project plan and managed multiple initiatives with defined timeline,
- Worked closely with project sponsors, subject matter experts, stakeholders and solution group to ensure the optimal solution approaches are identified,
- Coordinated initial testing activities with team leaders during our Windows 10 migration project,

Tools & Techniques : Waterfall, Agile, PMO, JIRA, Confluence, Trello, PlanView Enterprise, MS Visio 2016, MS Project 2016, Office 365, Windows 10 , Office 365, MS Sharepoint.

- **Scrum Master**

PilotsFriend West Inc. · Contracted

May 2017 - Oct 2017 · 6 months

Calgary, Alberta, Canada

- Acted as a servant-leader for a team of 6 collocated developers to deliver value faster during this contract.
- Worked with the PO to clarify his vision of his new website going from WordPress to Shopify,
- Kept the product owner informed of current changes and prioritized the backlog based on needs,
- Acted as a servant leader by removing any roadblock for my team's work and progress,
- Helped the team present releases and deliver usable products after every iterations.
- Helped the product owner build and maintain his backlog (in JIRA) based on customer needs and market reality.

Tools & Techniques:

Trello, JIRA, Confluence, Agile, Scrum, Kanban, PHP, CSS, SDLC, HTML3, WordPress, Shopify

- **Consultant, Interpreter (EN/FR)**

British Army · Seasonal

Jul 2014 - Jul 2017 · 3 years 1 months

Ralston, Alberta, Canada

The British Army Training Unit Suffield is a British Army unit located at the vast training area of Canadian Forces Base Suffield near Suffield, Alberta, Canada. This was a PART-TIME summer gig.

- I was part of the crew of contractors helping the British Forces during summer trainings on the BATUS military base under the supervision of STOPS Canada.
- Acted as a translator from French to English (and vice versa) during war simulations organized on the field.
- Helped the soldiers understand the importance of protecting their interpreter on the battlefield.
- Collaborate with the platoon commanders when the infantry needs our expertise on the field.

- **Consultant, Product Manager**

IG Wealth Management · My own business

Feb 2016 - May 2017 · 1 years 4 months

Calgary, Alberta, Canada

- Designed a Kanban systems to help advisors manage their flow of new leads,
- Trained and provided support to a team of 15 new financial consultants on NaviPlan to build client's financial plans.
- Planned and organized IG events for consultants and Division Directors of the Calgary South branch.
- Collaborated with consultants to build a program to gather financial details faster during the initial client meetings and close more deals.

Tools & Techniques:

Lean-Agile, Kanban, Pipedrive, NaviPlan, RepSource, Microsoft Office 365

Finance domains exposure:

Insurance Needs Analysis, Investment Planning, Risk Mitigation, Tax Efficiencies, Life & Living Benefits Insurance, Mortgages, Lending, Education Savings Planning

- **Sr. Service Advisor, Trainer**

Microsoft

Jul 2014 - Dec 2015 · 1 years 6 months

Calgary, Alberta, Canada

- Trained business owners on Office 365 and new features in Windows 10 using Surface Pro tablets
- Helped clients discover, enable, and implement high value Microsoft technology solutions and services across a broad range of devices that meet their individual needs and exceed their expectations
- Used Lean & Kanban principles to manage the flow of customer requests coming in stores.
- Identified and solved complex issues with store leadership and original equipment manufacturers or other partners as appropriate
- Maintained an elite level of product knowledge in all Microsoft retail products, devices, and services offerings
- Continuously learn through others, self- educate, share specialized knowledge, and expertly demonstrate and present the newest product and service offerings across all devices.

Awards:

* FY15 Q3 Canadian CPE Champion Award

* Feb. 2015 Most Valuable Player (MVP)

Software & Devices:

Windows 8.1, Windows 10, Office 365, Windows Phones, Surface Tablets, Surface Hub

- **Consultant, IT Project Manager**

InfoNomade · My own business

May 2011 - Jun 2014 · 3 years 2 months

Montreal, Quebec, Canada

- Supported IT Managers as a self-employed consultant. Tracked and reported key project metrics using MS Project.
- Acted as a liaison between remote project teams of my clients and internal project managers. Assisted in planning & scheduling.
- Coordinated project activities between business units and technical teams for companies like CGI, Devicom, FGL Sports, Facilité Informatique, etc.
- Tools & Techniques:CMS: Joomla & WordPress integrationGoogle Analytics, Adwords, AdsenseSocial Medias: Facebook, Twitter, Google+, LinkedIn, YoutubeLanguages: PHP, MySQL, HTML5, CSS3Project Management : BaseCamp, Apollo HQ, MS Project 2007/2010, WBS Pro, Agile, Scrum

- **Consultant, Oracle DBA**

CGI · Full time

Feb 2013 - Jan 2014 · 1 years

Saguenay, Quebec, Canada

Assisting Database Administrators based in Calgary for several sensitive clients.

Assignments: Encana, Cenovus, Saguenay city

Install Oracle Client 11g 32-bits/64bits

Create a DB Link

Oracle DB patching in Unix Environnement

SQL Server DB patching in Windows 2008 Server

Tools & Techniques:

Oracle Enterprise Linux, Oracle Database 9i, 10g, 11g, SUN Solaris 10, UNIX, Windows 2008 Server, Red Hat Linux

Enterprise, MS SQL Server 2005/2008, Toad, Embarcadero DB Artisan 9.1, Unix Shell: bash, ksh

- **Consultant, Network Analyst**

Devicom inc · Contracted

Nov 2012 - Dec 2012 · 9 months

Saguenay, Quebec, Canada

- Used ArcGIS to find and map the best spots to install uni directional antennas,
- Configured Cisco ASA 5000 series for site to site VPN and remote access VPN,
- Configured HP switches, wireless cameras and access points for a video surveillance system,
- Updated and published site documentations using MS Visio and MS Sharepoint,
- Piloted (remotely and on-site) new server and network equipment deployments.

Tools & Techniques:

Routing & Switching, Network Security, IPv4 / IPv6, IT Support, Cisco, HP, Ubiquity, ArcGIS.

- **Business Intelligence Analyst**

Yellow Pages / Pages Jaunes – Canada - Full time

Sep 2010 - Apr 2011 · 8 months

Montreal, Quebec, Canada

- Developed and presented (SAP, Business Object) sales reports for senior executives using data from several data warehouses.
- Published new reports and scorecards using MS SharePoint. Presented relevant data using MS Excel (Pivot Tables, V-lookups).
- Collaborated with external vendors and subject matter experts to debug existing reports and presented solutions to directors and senior leadership.

Tools & Techniques:

SQL Server, MS SSIS, MS Report Builder 2.0, Business Object, T-SQL

- **Business Intelligence Consultant**

The Vegetarian Market

Jun 2009 - Aug 2010 · 1 years 3 months

Magog, Quebec, Canada

- Supported the IT manager during the conception of a new data warehouse as part of a B.I project using SQL Server.
- Hosted training sessions with store managers to help them create reports and dashboards from the new data warehouse.
- Built an Intranet using a CMS (Joomla) to facilitate communications between HQ and 15 stores in Quebec.

Tools & Techniques:

MS Excel, MS Windows Server, MS SQL Server, Joomla CMS, PHP, CSS, HTML.

- **Technical Support Analyst**

Université de Sherbrooke · Part-time

Aug 2008 - Oct 2009 · 1 years 3 months

Sherbrooke, Quebec, Canada

- Provided front-line technical support for issues impacting software, hardware and peripherals.
- Performed root cause analysis and developed checklists and action steps to resolve typical problems.
- Developed and hosted audio-visual training sessions and workshops for students on MS Office for PC and Mac.

Tools & Techniques:

Windows 7, Office, Audio Visual support, IT Support, Troubleshooting, One on One Training.

- **Senior Telecoms Analyst**

Orange · Full time

Mar 2002 - Dec 2007 · 5 years 10 months

Dakar, Senegal

- Installed and maintained telecommunication equipment and IP networks (HDSL, ADSL VOIP, 3G & 4G).
- Coordinated ADSL and TV over DSL installations in embassies, major banks and VIP customers of Orange Senegal.
- Managed a team of 3 call center agents trained to identify, diagnose and drive the resolution of xDSL incidents.

Tools & Techniques:

MS Windows, Office, ADSL Line tester, Optical Fiber testing,

EDUCATION

- **University of Sherbrooke**

Master of Science (M.Sc.), Business Intelligence

2008 - 2009

Activities and societies: Sprinter / Member of UdeS track and field team

Business Intelligence Fundamentals (GIS 800) Business Intelligence Strategies (GIS 802) Data Gathering in Business Intelligence (GIS 803) Knowledge Management (GIS 804) Multidimensional Structure & Analysis (GIS 805) Building and managing a data warehouse (GIS 806) Dashboard and decisional informations (GIS 807) Research methods in BI (GIS 861) Statistics and data analysis (MQG 811) Data mining (MQG 812) Advanced decisional statistics (MQG 813)

- **Université du Québec à Chicoutimi**

Associate's degree, Project Management

2012 - 2013

Activities and societies: Member of the INUK Athletics track team

MGP708A - Special research theme MGP7112 - Project Management MGP7130 - Project Human Resource Management MGP7121 - Monitoring & Control of project MGP7122 - Project Management Information Systems

- **Université Cheikh Anta Diop de Dakar (UCAD)**

Bachelor's degree, Computer Science

2005 - 2006

CERTIFICATION



Certified Disciplined Agile Instructor (CDAI)
Disciplined Agile
Qualification ID 54575172



Microsoft® Certified Professional - Windows 8.0
Microsoft
Qualification ID Certification ID: F059-2202



Fundamentals of Management 3.0
Management 3.0



ProKanban level 1 (PK1)
ProKanban.org