CV

Lukas Zens

IT Project Manager | Delivery Lead | Agile Coach



lukas.zens@gmail.com

+43 670 703 55 33

www.linkedin.com/in/lukas-zens/

Zirknitz, Austria

PROFILE

Experienced IT consultant with 8+ years leading and delivering complex projects in IT project management, team leadership and Agile coaching. Specialized in introducing agile ways of working, process optimization and guiding transformation processes across industries including Biotech/Pharma, Automotive and Telecommunications. Through solid methodological expertise and a hands-on approach, I deliver sustainable results and support organizations and teams in successfully achieving their strategic goals.

EXPERIENCE

Lukas Zens

Zirknitz / Remote · 07/2025 – Present

Freelance IT Consultant / Agile Coach / Delivery Lead

Independent IT consultant focused on Agile coaching, delivery leadership and IT project management.

- Independent acquisition and delivery of consulting projects in IT project management and Agile coaching
- Agile coaching in pharma sector: continued collaboration with international pharma company (Switzerland)
- Consulting and delivery leadership for clients across various industries

ITR8 product innovation GmbH

Berlin · 2023 – 06/2025

Consultant / Delivery Lead / Project Manager / Scrum Master

Delivering projects in organizational development, IT project management and team leadership with focus on IT project management, team leadership and Agile coaching.

- IT Project Management: Planning, steering and executing complex IT projects for digital solutions
- Agile Roles: Serving as Delivery Lead, Scrum Master and Agile Coach to foster agile ways of working
- PMO & Resource Management: Leading cross-functional teams, monitoring budgets and timelines
- Requirements Engineering: Structured elicitation, analysis and prioritization of requirements with stakeholders
- Team Leadership: Leading and developing cross-functional teams including DevOps and R&D
- Change Management: Fostering constructive feedback culture and guiding teams through change processes

blackshark.ai

Graz · 2022 – 2023

Agile Coach & HR Business Partner

Leading complex organizational and transformation initiatives through lateral leadership, strategic team development and establishing efficient structures.

- Organizational Design: Breaking down silos and introducing clear line management structures
- Agile Advisory: Training and coaching C-Level, VPs and department heads in agile methodologies
- Team Building: Fostering team cohesion in newly formed units and leadership levels
- People Development: Defining roles and creating mentorship and development programs
- Communication & Transparency: Improving cross-departmental communication from vision to delivery
- Self-Organized Teams: Establishing a culture of self-organized teams with clear business focus

IBM IX

Vienna / Remote · 2017 – 2022

Scrum Master & Agile Domain Lead

Leading and developing agile teams through lateral leadership, scalable frameworks and targeted coaching.

- Agile Domain Leadership: Planning org-wide initiatives like onboarding optimization and career path development
- Scaling: Analysis and implementation of scalable approaches using SAFe, LeSS, Nexus and Scrum at Scale
- Distributed Teams: Managing agile processes for 2-3 distributed teams across three locations
- High-Performance Teams: Building high-performing squads with psychological safety including full-remote
- Technical Excellence: Promoting TDD, Continuous Integration, Pair Programming and automated testing
- Training: Designing and delivering trainings on QA in agile teams, Sprint Review Excellence and agile onboarding
- Cross-Domain Collaboration: Establishing clear processes for cross-departmental collaboration

Bearingpoint

Vienna · 2016 – 2017

Quality Engineer / Software Tester

Building and managing a scalable QA and testing framework focused on automation and data-driven prioritization.

- Building a scalable quality assurance and testing framework
- Focus on automation, methodological fitness and data-driven prioritization

---

SKILLS

Core Competencies

Organisationsentwicklung · Change Management · Coaching & Training · Teamleitung · Laterale Führung

Project Management

Projektmanagement & PMO · Requirements Engineering · Business Analyse · Release Management · Prozessoptimierung · Technische Dokumentation

Agile Methods

Scrum · Kanban · SAFe · LeSS · Nexus · Scrum at Scale · Scrumban · Lean · XP

Tools

Jira & Confluence · Azure DevOps · SAP Solution Manager · ServiceNow · Miro / Mural · Jenkins · SonarQube · MS365 Suite · Slack · ChatGPT / Copilot

Industries

Software Development · Research & Development · Pharma / Biotech · E-Commerce · Insurance · Mobility / Automotive · Telecommunications · B2B

EDUCATION & CERTIFICATIONS

BSc. Molecular Biology

Karl-Franzens-Universität Graz

Certifications

Certified Scrum Master (CSM) · Advanced Certified Scrum Master (A-CSM) · Certified Scrum Product Owner (CSPO) · ISTQB Certified Tester · Black Box Software Testing

---

PROJECTS

Agile Coaching in the Pharma Sector

07/2025 – Present

Senior Agile Coach · International Pharma Company (Switzerland)

- Continuation of Agile coaching as independent consultant
- Sector-specific coaching for cross-functional pharma teams in regulated environment
- Scrum and Lean to streamline drug development processes

Scrum · Lean · Pharma · Freelance · Regulated Environment

Agile Coaching in the Pharma Sector

06/2023 – 06/2025

Senior Agile Coach · International Pharma Company (Switzerland)

- Sector-specific Agile coaching leveraging molecular biology background for cross-functional R&D, technician and scientist teams
- Implementing Scrum and Lean to streamline drug development in a regulated environment
- Workshops on Agile methodologies, MVP definition, backlog creation and team agreements
- Stakeholder alignment between scientific teams and business

Scrum · Lean · Pharma · Regulated Environment · Coaching

Agile Transformation of an IT Department

02/2023 – 11/2024

Senior Agile Coach · German Household Appliances Manufacturer

- Coaching multiple teams in Agile adoption with focus on SAP integration
- Implementing Scrum and Kanban with KPIs to measure Agile maturity
- Regular training sessions on Agile principles and SAP workflows
- Close collaboration with Product Owners and stakeholders for business alignment

Scrum · Kanban · SAP · KPIs · Agile Transformation

AI-Powered Digital Twin of Earth

09/2022 – 11/2023

Senior Agile Coach → HR Business Partner · blackshark.ai (~90 Devs, Artists, Researchers, POs)

- Phase 1 (12m): Executive coaching for C-suite, integrating ML R&D structures (Kanban, Spikes), product management training from strategy to delivery
- Phase 1: Building self-organized teams, improving cross-departmental communication and transparency
- Phase 2 (3m): Organizational restructuring with ~20% headcount reduction based on skills and talent analysis
- Phase 2: Change management strategy including legal compliance, severance packages, new roles and mentorship programs

Executive Coaching · AI/ML · Change Management · Organizational Design · SAFe · LeSS

Data Management Strategy

09/2021 – 09/2022

Scrum Master (SAFe) · Leading German Luxury Automaker

- Managing Agile processes within Scaled Agile Framework (SAFe) with focus on product vision alignment
- Bridging Product Owners and Technical Leads for cross-functional collaboration
- Agile maturity assessments for teams and leadership with targeted coaching
- Building cross-ART knowledge repository with dependency mapping

SAFe · Automotive · Dependency Mapping · Agile Maturity

A/B Testing Tooling Setup

09/2021 – 01/2022

Scrum Master · German Multinational Financial Services Company

- Rapid team ramp-up and focus for a 3-month delivery deadline
- Implementing lean Agile framework in collaboration with client-side PO
- Mentoring a junior Product Owner on vendor side

Scrum | Lean | Financial Services | Mentoring

B2B E-Commerce Launch & Extension

04/2021 – 01/2022

Scrum Master (Dual Team) · Austrian Brick Manufacturing Enterprise

- Identifying and resolving planning inconsistencies, communicating mitigation plans to stakeholders
- Facilitating realistic replanning sessions with evolving scope
- Maintaining team morale through extended hours, successful delivery within time and scope

Scrum | E-Commerce | Stakeholder Management | Crisis Management

Content Hub Launch

02/2021 – 03/2021

Quality Engineer · German Plumbing Fixtures Manufacturer

- Functional testing of system requirements, content creation in Sitecore CMS
- Manual testing strategy: happy paths, critical paths, boundary value conditions
- Early engagement in dev cycle with developers and POs, QA mindset in Agile ceremonies

Quality Engineering | Sitecore | Manual Testing | Scrum

B2B E-Commerce System Launch & Extension

03/2020 – 02/2021

Scrum Master (Dual Team) · German Consumer Goods Enterprise

- Internal role distribution assessment to resolve team conflicts and escalations
- Change initiatives to improve team performance and stakeholder satisfaction
- New team setup resulting in reduced personnel fluctuation and improved client collaboration

Scrum | E-Commerce | Conflict Resolution | Change Management

B2B E-Commerce System Launch & Extension

01/2020 – 04/2021

Scrum Master · Austrian Formwork Production and Supply Firm

- Leading all Scrum events including team-building and knowledge sharing
- Proactive identification and resolution of blockers, escalating as needed
- Analysis of bottlenecks, risks and dependencies with mitigation strategies

Scrum | Kanban | Risk Management | E-Commerce

Business Support System for Franchisees

04/2019 – 03/2020

Scrum Master · German Pet Food Enterprise

- Project syncs and reviews directly with end-users (franchise shop owners) for user-centric development
- Service and support planning for high-demand seasons per contractual obligations
- Planning and facilitating team handovers during personnel changes

Scrum | Stakeholder Management | Service & Support

User Research Tooling Evaluation

07/2019 – 10/2019

Scrum Master (Research Team) · Austrian Banking Group

- Establishing processes and ways of working with client PO for a research team
- Lean meeting and documentation structure to streamline workflows
- Rapid feedback cycles to realistically assess ambitious time-to-market goals

Scrum | Lean | Research | Banking

International Website & Webshop Relaunch

01/2018 – 06/2019

Scrum Master (Scaled Setup, 4 Teams) · Finnish Consumer Goods Conglomerate

- Ramp-up of processes and standards in scaled setup with 4 teams + service unit
- Sprint 0 facilitation: planning, feature estimation, DoR/DoD workshops and team charters
- Mentoring developers and POs in their first Scrum project, Jira configuration

Scaled Agile | Scrum | Sprint Zero | Jira | E-Commerce

CRM System Integration & Extension

04/2018 – 03/2019

Scrum Master · German Electronics Consumer Goods Retailer

- On-the-job training for a junior Product Owner to accelerate Agile onboarding
- Sprint 0 facilitation and Agile workshops in challenging team setup (senior remote + junior PO)

Scrum | CRM | Mentoring | Team Dynamics

E-Commerce System Integration & Servicing

01/2018 – 06/2019

Scrum Master · Austrian Agricultural Goods Wholesaler

- Capacity planning for minimal staffing while balancing feature development and service & support
- Minimizing developer impact on part-time assignments (<50% capacity)

Scrum | Capacity Planning | E-Commerce | Service & Support

Web Presence Service & Support

12/2017 – 04/2018

Scrum Master · German Supermarket Chain

- Managing gradual team dissolution transitioning to maintenance model
- Comprehensive risk assessment for transition to service & support with minimal staffing

Scrum | Kanban | Transition Management | Risk Assessment

B2B E-Commerce System Launch

09/2017 – 02/2018

Scrum Master (Dual Team) · Austrian Fiber Producer

- Improving customer collaboration through expectation management and client-side retrospectives
- Aligning internal processes with client needs for rapid post-release feedback

Scrum | E-Commerce | Customer Collaboration | B2B

Multi-Mandator Platform

01/2017 – 09/2017

Quality Engineer (Scaled Setup, 4 Scrum Teams) · Consortium of English, German and French Telcos

- Cross-team collaboration focused on sprint goals in scaled setup with 4 teams
- Defining personas, test plans and test data; UAT, exploratory testing and PO acceptance
- Initiating and driving test automation based on risk assessment and ROI calculation

Scaled Agile | Quality Engineering | Test Automation | Telecom

Business Support System

04/2016 – 01/2017

Quality Engineer (Scaled Setup, 2 Distributed Teams) · Irish Telecommunication Company

- Root cause analysis and issue reproduction, direct communication with accountable developers
- Creating test data (Oracle), deploying test systems (Jenkins), regression testing

Scaled Agile | Quality Engineering | Oracle | Jenkins | Telecom