Chris Yazbek

Profil

Innovation is the result of co-creation & collaboration between passionate people. It all starts by: Daring to ask "Why?". Digital shifts are fast, we can adapt & scale with an entrepreneurial mindset and a culture of empowerment. One thing is certain, keep the human at the centre of everything we do, and success will be eminent.

My philosophy: Curiosity, Communication & Creativity

☎ +1 (514) 569 3080   -   ✉ christopher.yazbek@gmail.com   -   📍 65 René-Levesque E, Montreal

Experience

Major Airline – Loyalty Program Agile Coach (2020 - Present)

Coordinated feature releases and inter-team dependencies to ensure a successful Product Increment (PI). Continuously increased the delivery velocity without compromise on product quality. Translated user feedback and data analytics into feature development. Co-created & Scaled a team culture into a program-wide culture. Led 2 full-stack Distributed Pods (multi-vendors, multi-city & time-zones).

Government – COVID Safety Measures (2020 – Present)

In an urgent need to respond to the pandemic, we had to quickly convert client needs into small features that we could be building & deploying daily. Coached the executive team on product management and eXtreme Programming (XP). Lead the team for the first 3 Months till they were self-sufficient.

Sports & Entertainment – Fan Engagement (2019 – 2020)

Led an innovation workshop for an Augmented Reality (AR) fan experience. Managed the product roadmap and development cycles. Improved the in-venue experience and navigation with higher quality assets and AR signage.

Government & Insurance – Customer Experience Developer (2017 – 2018)

Co-Created a Design System for a consistent User Experience (UX) on top of the SAP Platform (Hybris, S4HANA) A self-serve platform for over 130 services for the Quebec citizens. Built 50 user testing sessions + collected 5K post-its of user insights and influenced the Product Roadmap. Prototyped multiple POCs throughout the delivery so that we would "Fail Fast, Fail Often & Learn."

Education & Certification

Concordia University – Computer Science (2013 - 2017)

Agile – SAFe, Scrum (2017)

WCAG 2.1 – Accessibility Web & Mobile (2016)

Power Ups

Jira / Trello + Miro/ Mural + Sketch / Invision + Slack + Procreate