# LACHLAN POUND

*Agile Product Owner*

## CONTACT

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in Lachlan Henricus Pound
🎓 Bachelor of IT & Systems
*Monash University*

## ABOUT

I am a Product Owner, in ANZ bank's technology division. I bring a wealth of delivery capability after 10 years of building out ANZ's marquee banking apps: for both Android and iOS platforms. My strengths are leading customer-centric user experiences; sequencing work for delivery teams; and deploying resilient features to (often) strict industry regulations. This allows me to provide ANZ's apps with ergonomic & practical capabilities that drive adoption (currently 1M+ downloads) and success (4.7 Play Store rating, 4.8 App Store).

## EXPERIENCE

### PRODUCT OWNER
*2019 - Current*

### BUSINESS ANALYST
*2017-2019*

### SCRUM MASTER
*2017-2019*

### GRADUATE
*2016 - 2017*

## DUTIES

### PRODUCT OWNER
**Taking mobile Apps from ideas to features**
- Delivering a roadmap for ANZ Plus that solves customer needs, improves Financial Wellbeing and is bank-resilient
- Drive product discovery to ensure feasibility & deliver data-backed results
- Create compelling value propositions to our customers
- Collaborate with broader digital team to ensure a consistent user experience

### BUSINESS ANALYST
**Translating technical requirements into customer value**
- Requirements gathering
- Analyse data to understand customer behaviour patterns
- Understand emerging mobile conventions for use in app
- Comprehensive knowledge of system architectures
- Coordinate/triage on production incidents

### SCRUM MASTER
**Enabling squads, facilitating ceremonies**
- Coaching Agile rituals to create an effective squad
- Remove performance blockers
- Drive continuous improvement

### Fun.dcx
**Building team growth through activity**
- Fun in the Sun, Tastes of the Orient, Chess club, DCX Open

## DELIVERY HISTORY

**PAYTO (PAYER)**
Delivered the ANZ Plus PayTo Payer experience – allowing customers the PayTo payment option. PayTo is a complex, heavily regulated industry feature and by delivering, I ensured ANZ remains competitive and compliant.

**PAYDAY RULES**
*In progress*
Ideated, tested and directed the build for a new 'Rules' feature. This is an innovative & automated new payment mechanism aimed at improving financial wellbeing of customers.

**WATCH APP DECOMMISSION**
Unravelled the App integration and sunset the extension, due to depreciating customer value

**PAYID REGISTRATION**
Delivered the registration capability for users to safely link contact details to their banking accounts – allowing them to be paid in real-time; safely with enriched data. Another complex & heavily regulated industry feature.

**RATE & REVIEW**
This delivery changed the Android application review rating from 2.7 to 4.6 on the Google Play store.

**MIDDLEWARE DECOMMISSION**
Removing legacy systems that have complex integration, freeing up backend resources for the bank

**HISTORY**
Earlier delivery history available upon request.

**ANDROID + iOS**
- Validate new Platform conventions/features for use (feasibility)
- Implement annual operating system (OS) updates safely
- Send analytics in all facets of the app build to ensure usability
- Ensure accessibility features are embedded into all features to allow all users to bank

✳ *- Delivery required a high level of dependency management as many complex relationships existed between tech stacks. Due to strict governing body (AP+) obligations, stakeholder management was essential.*

## REFERENCES

**Andrew Brown**
*(Phone number available upon request)*
Product Area Lead for Payments, Senior Product Owner
ANZ Plus
Andrew.Brown3@anz.com

**Darien Nurhadi**
*(Phone number available upon request)*
Product Area Lead for Accounts, Goals & Wellbeing; Senior Product Owner
ANZ Plus
Darien.Nurhadi@anz.com

## SKILLS

| BACKLOG | ANALYSIS | DEFINE | DESIGN | TEST | DELIVERY/OPERATIONS |
|---|---|---|---|---|---|
| • Grooming | • Dependency mappings | • Non-functional requirements (NFTs) | • UI/UX mock ups | • Integration testing | • Go/No go decisioning |
| • Refinement | • Risk assessments | • Solution design | • A/B user testing | • Quality Assurance (QA) | • Incident Management |
| • Customer focus | • Architecture designs | • API contracts | • Platform specific requirements | • CI/CD and automated testing | • DevOps support |
| | • Define Acceptance Criteria | • Production synthetics | | • Go-live tests | • Service thresholds |
| | | • Success metrics for the feature | | | • Stakeholder updates on success milestones |
| | | • Data analytics | | | |

## INTERESTS

I've 25 years in the system: player, umpire, coach, now (retired) viewer. A long connection in AFLW, with a sister who has played since inception.

I love fantasy fiction and spend time writing a novel.

Currently I'm teaching myself to code and have a small obsession 3D printing stuff.

A history behind the bar, I love trying new cocktails at fresh locations near me

My fitness is important: I spend my summers swimming, running and cycling.

*Let's connect.*

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