MARK JECKELLS

Lean Agile Coach and Trainer

Mark is passionate about helping people and organisations progress along their journeys towards successful Lean Agile delivery and transformation, through continuous improvement and collaboration at all levels. He believes in doing the right thing for each context rather than rolling out a prescriptive agile framework and believes in tailoring his recommendations to fit each organisation he works with. He regularly attends and presents at meetups to maintain community links and to keep his knowledge up to date. These include: Adventures with Agile, Agile Coaching Exchange, Agile Practitioners, DPML, London Agile Discussion Group, London Scrum User Group and Kanban Coaching Exchange. He is a lifelong learner, watching videos and reading as many books and blogs as he can.

Skills	Certificates
• Lean Agile Principles • Scrum • Kanban • SAFe • Systems Thinking	• SAFe 4.0 Program Consultant • Certified Scrum Professional • Certified Scrum Master

Experience

Societe Generale	Agile Flow Coach Consultant	Since November 2017

Contribution
- Organizing and conducting Kanban, Product Owner, Agile Master, Agile fundamentals, leadership and product management training
- Facilitating coach the coaches training
- Facilitating value stream mapping sessions and helping to identify better ways to organise tribes
- Coaching and teaching multiple teams in multiple tribes and mentoring Agile Masters
- Nurturing the team's understanding of Agile principles and practices through the use of workshops, Agile games, and presentations
- Facilitating the creation and refinement of virtual and physical Kanban boards
- Helping teams to use and get value from metrics to improve their performance
- Giving Agile at scale awareness and Agile mind-set sessions
- Championing Agile to all members of the organisation including high level management
- Coaching leaders and managers
- Participating in DevOps days
- Creating and maintaining a coaching backlog and roadmap

Results
- Work of value has started to flow through the delivery pipeline with a shorter time to market
- More people in the organisation gained an Agile mind-set
- Organisation became more Lean and aligned to its value streams
- Business, operations and technology have become more closely aligned to each other
- Teams have adopted more Agile and Devops practices

Parliament Digital Services	Lean Agile Coach Consultant	January 2017 to March 2017

Contribution
- Facilitated value stream mapping sessions to help the organise identify and implement process improvements

- Coached individuals and teams how to implement Kanban

Results
- Kanban was fully adopted by 3 teams
- Organisation was able to continue Kanban adoption by itself

Agilica	Lean Agile Consultant/Trainer	November 2016 to November 2017

Responsibilities

Organising and delivering Lean, Kanban and Agile training.

Courses
- Leading SAFe
- Kanban in a day
- Scrum in a day

Aimia PLC	Agile Coach Consultant	April 2016 to November 2017

Contribution

Helped launch the first Agile release train at Aimia. Conducted formal SAFe training sessions to a variety of levels within the organisation. Key member of the Agile team supporting the release train engineer (RTE) by undertaking their duties when required. Gave the team techniques and the confidence to try new technical practices.

Responsibilities
- Organizing and conducting PI planning events
- Teaching SAFe, Kanban, and Scrum classes and nurturing the team's understanding of Agile principles and practices through the use of workshops, Agile games, and presentations
- Facilitating Agile events: PI+1, Scrum of Scrums, architectural runway refinement, backlog refinement, planning, stand-ups, reviews and retrospectives
- Promoting a DevOps culture and removing impediments to adoption
- Managing agile artefacts (capacity plan, sprint burndown chart, release burnup chart etc.) to enable the team and product owner to make informed decisions
- Facilitating the definition, maintenance and use of definition of ready and definition of done at multiple cadence points
- Facilitating the creation and maintenance of the program backlog and roadmap
- Managing and refining virtual and physical scrum boards and promotion of the use of Kanban metrics for performance improvement
- Championing Jira usage and customisation to get better metric collection and to benefit teams
- Facilitating value mapping and providing guidance on its evolution at the team and program level
- Coaching teams to effectively use SAFe, Scrum XP, Kanban and to adopt an Agile mind-set
- Facilitating resolution of dependencies, impediments, and risks at all levels
- Visualizing dependencies so teams can make calls on meeting their commitments
- Removing impediments and shielding the teams from external interference and distractions

Results
- Organisation and teams became more Agile
- More people in the organisation gained an Agile mind-set
- Work started to flow through the delivery pipeline with predictability
- Dependencies were visualized so they were easy to see and manage
- The organisation gained better insight into their processes

Sony Playstation	Agile Coach/ScrumMaster Consultant	May 2015 to April 2016

Contribution

Facilitated the journey of a business intelligence commerce team using SAFe to understand and adopt a Lean Agile mind-set. Coached other ScrumMasters to be more Agile and think in more Lean Agile ways. Introduced new formats for ceremonies such as reviews and retrospectives and taught others how to use Scrum more effectively. Introduced different styles for refinement sessions and a Disciplined Agile (DA) style decision matrix to decide how to proceed with stories based on Cynefin. Gave the team techniques and the confidence to start pair programming. Wrote a Jira plugin during a hackathon event. Championed organisational change.

Responsibilities

- Coaching teams to enable them to accept Scrum and SAFe and see the benefit of it, and use it effectively as well as discouraging practises that are not Agile
- Facilitating Scrum events: backlog refinement, planning, stand-ups, reviews and retrospectives during 3 week sprint cycles
- Representing the team at the scrum of scrums
- Managing agile artefacts (capacity plan, sprint burndown chart, release burnup chart etc.)
- Facilitating the creation, maintenance and use of definition of ready and definition of done
- Ensuring team focus by shielding them from external interference and distractions
- Supporting the agile community to improve the Agile capability at Sony through activities such as organizing a blog club with lunch discussions and making suggestions and recommending Jira add-ons etc.
- Maintaining an accurate release schedule, visualizing release dependencies, helping the team to plan releases and representing the team at release meetings

Results
- Scrum and SAFe usage improved
- Impediments were removed for the Scrum team
- The organisation gained better insight into their processes

Thomas Cook Group	Agile Coach/ScrumMaster Consultant	September 2014 to May 2015

Contribution
Facilitated the journey of two teams to become self-organizing. Rebooted Scrum in conjunction with another ScrumMaster among 4 teams and started the introduction of SAFe. Introduced scrum of scrums and was the primary facilitator and introduced 3 amigo sessions. Investigated and wrote a paper comparing the implementation of SAFe and LeSS which resulted in the adoption of SAFe.

Responsibilities
- Facilitating Scrum events: backlog refinement, planning, stand-ups, reviews and retrospectives
- Teaching techniques to give more confidence when estimating
- Helping teams make realistic plans by collaboratively producing a product increment with commitments and forecasts
- Empowering teams to make many and varied improvements utilizing various retrospective techniques to do this
- Encouraging pair programming and/or peer review and ATDD/BDD/specification by example
- Holding briefing sessions and presentations on being agile and how to make the most of Scrum
- Facilitating and presented weekly brown bag sessions
- Coaching and mentoring all members of the team (developers, testers, BA's - proxy product owners, product owners and stakeholders) using 121's, YouTube videos, electronic books, blog posts etc.
- Teaching people how to use TFS including producing training videos and also providing adhoc support
- Supporting PO's in creating and maintaining the product backlog as well as managing other artefacts (sprint backlog, sprint burndown chart, release burnup chart etc.)
- Helping put together product roadmaps, product visions and clear sprint goals every sprint
- Facilitating the implementation of DevOps
- Removing impediments and shielding the team from external interference and distractions

Results
- Teams became aligned and co-ordinated and started to collaborate much better
- Development techniques improved
- The process for delivering software improved

The Children's Society	Agile Coach/ScrumMaster	2010 to 2014

Contribution
Introduced Scrum into the organisation and guided its adoption until it matured and became successful. Coached the use of Scrum to successfully deliver projects and products. Worked closely with the product management team to build a product strategy, backlog and roadmap. Taught the team to be creative, learn, experiment, share knowledge and become more lean and agile. Introduced and implemented continuous integration and ALM through TFS along with TDD and a lean approach to developing from user stories. Spearheaded increased efficiency through use of automation and the DRY and KISS principles.

Responsibilities
- Facilitation of product development and delivery processes

- Project, people and performance management
- Process and best practice definition and implementation
- Agile estimating, planning, architecture design, development and delivery
- Management and stakeholder reporting (roadmap, milestone, release and sprint reports including burndown, burnup and bug tracking reports)
- Management of team, peers and stakeholders including liaison, collaboration and effective communication
- Resource management and recruitment (employees and contractors)
- Mentoring and coaching in use of the technology stack and Agile development practices
- Facilitating the creation of user stories with acceptance criteria in association with product owners
- Maintaining a prioritized backlog with product owners
- Encouraging the use of peer programming, code reviews and ensuring use of SOLID principles
- Continuous integration and application lifecycle management
- Facilitation of Scrum events: backlog refinement, planning, stand-ups, feature reviews and retrospectives
- Removal of impediments to help the team meet their commitments/forecasts

Results
- Development techniques improved
- The process for delivering software improved

The Children's Society	C# Developer	2008 to 2010

Contribution
Developed various websites including a case recording system for monitoring work with children and a suite of web based finance applications.

Netizen	Analyst Programmer	2004 to 2008

Contribution
Built internet solutions for the travel industry based on a proprietary purpose built CMS. The role included project ownership and management, defining the design, technical standards and system architecture, development and implementation.

TUI UK	Architect, Web Specialist, Team Leader, Developer	1999 to 2004

Responsibilities
Varied roles including architecture responsibilities and development. Principal Microsoft development expert. Planning and coordinating work, reviewing code, mentoring and training.

Contribution
Developed the first Thomson transactional website and a customer complaints enterprise wide workflow VB application.

Education

School of Computer Technology	**Visual Basic** City & Guilds Certificate	July 1995
Bournemouth University	**Engineering Business Development** Honours Degree BSc	September 1990 to July 1994