Arvind Mishra
Certified SAFe® Program Consultant (SPC4) & Trainer, Sr. Agile and DevOps Coach
Certified Professional-Agile Coaching (ICP-ACC) **|** Certified Professional-Agile Talent (ICP-TAL)
Certified Professional-Agility in the Enterprise (ICP-ENT) **|** Certified Agile Leader (CAL) Program
Certified Scrum Master **|** Design Thinking Coach **|** Certified Bikablo® Visual Facilitator

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Overview

I am a strategic thinker and an Agile Leader who is eager to take part in cultivating an environment where transparency, speed, quality, and innovation are at the forefront.

Have experienced 3 SAFe rollouts, as a member of the Portfolio and SAFe Transformation Office, I assist global organisations with launching, stabilising and optimising portfolio, program & delivery teams.

I act as an effective change agent and senior level resource to improve the effectiveness of development efforts by coaching, mentoring and training portfolio, programs and teams to facilitate SAFe adoption and maturity within an organisation. I am enthusiastic about coaching product management /owners and help create product centric delivery organisation.

I design and develop an enterprise-wide SAFe transformation plan, launch and facilitate an Agile Release Train (ART) with introduction to DevOps automation tools, extend the Lean-Agile portfolio by launching additional ARTs.

I bring over 20 years of experience in diverse industries like **Pharmaceuticals, Banking, Retail, Government, Automobile, IT and, Consulting.** My transformation experience spans working within the portfolio and program level including Finance, HR, Marketing, Change management group, Development teams, and Business.

Key Clients

1. Sr. SAFe Transformation Coach @ GSK Pharmaceuticals   Sept 2018 - July 2019

Working with a team of portfolio/leadership change agents, on a global rollout, spanning all GSK businesses (Pharmaceuticals, Consumer Healthcare, and Vaccines) and all functions (R&D, Manufacturing, Supply Chain, Commercial and Corporate Functions).

- I am a change agent to drive business agility into the enterprise, help set the vision, show the way, and provide thought leadership on organisational design and removing impediments to success.
- Develop SAFe implementation plan, develop DevOps teams and automation tools, managing transformation backlog and establishing metrics.
- Work within a SAFe implementation, as part of a coaching portfolio and program management and, support various team-level roles in Program Increment (PI) preparation and execution.
- Coach and mentor agile release train (ART) resources at all levels, including Business Owners, Agile coaches, Scrum Masters, Product Owners, Product Managers, RTEs, User Experience, Solution Management and Portfolio Management to leverage SAFe principles to deliver high value business capabilities.
- Deliver SAFe Training Roadmap to participants at Portfolio, program and ART levels.
- Mentor and pair with change agents and stakeholders within GSK on becoming true Lean-Agile champions to develop lasting Agile capabilities.
- Perform evaluations and reviews of processes and methodologies to identify strengths and continuous improvements of existing processes.

- Provide coaching and training to ART stakeholders and teams Participating in critical, initial events such as Program Increment (PI) Planning and Inspect and Adapt (I&A)
- Trained 50 internal Agile coaches , in three phases, from 10 countries followed by regular coaching.
- Establishing a product community of practice to build product management capabilities with an aim to build a product strategy and then to effectively get a product roadmap through an organisation.
- Conduct Design thinking workshops, Design Sprints and Value stream mapping workshops.

2. SAFe Trainer @ QA, The Knowledge Academy and skopoz.com : I deliver public SAFe certification workshops in the U.K. and Europe.

3. **Sr. Agile Transformation Coach @ ING Bank Brussels   January 2018 - Sept 2018**

One of the most burning ambition of ING was to offer a best-in-class omni-channel and unified customer experience in both Belgium and The Netherlands, through one brand, one segmentation approach, one product set, one set of customer journeys, and one delivery organisation through an identical Agile ways to working across two countries.

The mission was to inject Agile into an organisation of over 4,000 people consisting of 23 tribes (local + cross border with NL) and over 500 teams and design and implement a roll-out strategy for the bank, tribe and teams to continuously improve their use of Agile principles and practices while introducing Agile and ING's New Way of Working; which was a mix of SAFe, Spotify, Lean, DevOps and LeSS.

Portfolio and program levels - Training, coaching and mentoring of portfolio, program management. Agile coaches, Product Owners, Product Managers and Scrum Masters.
Consulting: Advise on specific issues raised during the Agile journey across the organisation through 1:1 coaching and other means. As a Sr. member of Agile CoE, I developed a consistent Agile and DevOps learning curriculum for Junior Agile Coaches, Product Owners, Scrum Masters, Chapter Leads, squads etc. to help drive the transformation and the new ways of working, and via, train the trainer approach, these trainings/workshops were delivered at all levels within ING.
HR - Talent acquisition, employee engagement and retention, development & learning. reward strategy and bonus systems, restructuring.
Marketing - football world cup, new feature launch, new activations etc.
Finance - Reporting, budgeting.

- Designed and supported full Agile transformation roll-out at Infra portfolio Tribe (35 squads + POs + Chapter Leads + portfolio management). Mentored and coached six internal Agile Coaches.
- Built training materials to support a blended learning strategy and provided Agile coaching and training to Product Owners, functional managers, and executives.
- Facilitated portfolio and program level events like PI planning, review of transformation roadmap at Agile CoE, Communities of Practice, and Agile Working Groups.

4. Sr. Agile Coach @ Capgemini UK   April 2016 to Oct 2017

Barclays' API incubator
I worked as the **DevOps Coach and Release Train Engineer (RTE)** and coach and facilitated the ART events and processes and assist the teams in delivering value. I communicated with stakeholders, escalated impediments, helped manage risk, and drove relentless improvement.

- Coached and trained program managers, 4 VP/SMs, Products owners and 8 teams, brought-down go-live cycle time from over 6 months to under 3 months and delivered 30 APIs.

HSBC Bank

- Agile Coach for commercial banking re-platforming programme, working with distributed teams based in London, China and Poland.

5) Scrum Master @ Barclays   **October 2015 to Dec. 2015**

- Part of the Barclays Agile Transformation Team, I joined a team of coaches working across regions and took responsibility of two major projects to mentor project managers in servant leadership and core Agile principles. I coached POs, and distributed delivery teams in their adoption of Agile and Scrum/Kanban and drove continued improvement of Agile value delivery.

6) Agile Coach @ The App Business   **Feb 2015 to June 2015**

The App Business is the UK's leading mobile software and app development company.

- Agile coach for multiple delivery teams for Ford and TfL accounts and member of "Agile Centre for Excellence" ; responsible for training, coaching and delivery of mobile apps and web portals.
- Worked with 5 Product Owners, 4 Scrum Teams, stakeholders and over 10 external partners (IBM, Plan, Imagination etc.).

7) Agile Coach @ SOPRA Group Spa   **July to September 2014**

Sopra Steria Group is a European leader of digital transformation. 35,000 professionals in over 20 countries and revenue of over £ 2.5 Billion in 2013.

- Agile Coach for Toyota and Ministry of Justice's highly ambitious CourtStore project. Trained and coached 4 delivery teams and 2 Scrum masters and ensured timely delivery.
- Supported pre-sales team in bids and developing Agile training programs.

8) Agile Coach Freelance   **August 2013 to June 2014**

- I coached and trained four developers and one product owner through transition to Agile and Scrum. I trained them on Being Agile, Agile principles, Scrum fundamentals, task boards, burn-down charts, and other radiators. Coached teams through planning, stand-ups, demos, and retrospectives. Assisted product owner with backlog creation, prioritisation, release planning, and splitting user stories.

9) Agile Coach / Scrum Master at BSL Info Tech Ltd, UK   **February 2013 to July 2013**

- As an Agile Coach and Scrum Master, I coached a delivery team and a product owner on Agile / Scrum framework and deployed Scrum practices.

10) Agile Coach at ANC Preschools, India   April 2008 to December 2012
11) Agile Project Manager at VOX Spectrum Pvt Ltd, India   September 2007 - March 2008
12) Agile Project Manager at Fiorano Software Pvt Ltd, India   April 2007 to September 2007
13) Marketing / project Manager at Herbalife India Pvt. Limited, India   March 2006 - March 2007
14) Product Manager - Retail at 3M India Limited, India   September 1999 to March 2006

Education

Certified SAFe SPC4
Certified Scrum Master from Scrum Alliance, UK
eMBA from IIM Calcutta, India
B. Com. from University of Lucknow, India