Curriculum Vitae

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| Profile Summary | |
| I am a proactive, enthusiastic, self-starter. Certified (Scrum Master, Scrum Product Owner, Agile BA, ISEB & PRINCE 2) I proactively use SAFe, Lean & Scrum. I am an experienced senior I.T professional of graduate caliber, who works well as a motivational leader, as an enthusiastic member of a team as well as a proactive, autonomous individual. Over the years I have developed excellent diagnostic and analytical skills along with brilliant interpersonal relationship skills, with a great eye for attention to detail. This has enabled me to be astute, liaise with clients and colleagues and be a quick, agile learner in fast paced changing environments. My experience has empowered me to become technological minded as well as a clear and concise communicator at different levels (Project, Programme, and at Portfolio level with various stakeholders), with a flexible approach to a varied workload with ‘out-of-the-box’ thinking to refine and optimize tools & processes. | |
| Skills | |
| * **Certified Scrum Master, Certified Scrum Product Owner, Certified Agile BA with proven experience** * Ability to work in an **Agile (SCRUM / TDD/ BDD / Kanban)** and a structured **Waterfall** environment * **Project Management** techniques (**PRINCE2 certified**) and trained in **SAFe** * Process creation & documentation including functional and technical **skills** and competencies * **Requirements elicitation and documenting acceptance criteria** * **Responsive web design** and experience of **E-commerce** and **Social Media** * Various **Operating systems & browsers (e.g. IE, Firefox, Safari, Chrome, Android, Blackberry, IOS** * Excellent **analytical** skills and very **astute self-starter** and excellent **interpersonal relationship skills** * **Microsoft Visual Studio & Visual Studio Team System (VSTS), (Team Foundation Server - TFS)** * **MS** **Office** 2013 (**Office 365**) and older versions * Tools: Snagit, Rational tools (**Jira, Jira Agile, Confluence, Jenkins, Putty, ClearQuest**, Rational Robot, **TestManager**), **Fiddler, SortSite, PivotalTracker,** Quality Centre, TestDirector / QTP, **Load Runner, TeamCity, LoadRunner, TFS, Target Process, Bloomberg Terminal, Teams, ServiceNow** * Various techniques and methodologies (**Agile, Lean, XP, SCRUM, SAFe, Continuous integration and dev.)** * Experience of global complex application implementations Inc. **knowledge of the full SDLC, STLC** * Various testing techniques: **exploratory**, **usability**, **UAT, Load and Stress testing** * **Databases** (Access, SQL Server (and Management Studio), Oracle) * **Source control** tools: Visual SourceSafe, Subversion, **GitHub, Jenkins, Master / feature branch** * Good **co-ordination**, adaptability, **flexibility and agility** * Ability to work with **virtual team** (**on-shore, off-shore and near-shore**) * Open transparent, clear and concise **communication** according to target audience | |
| Education | |
| * Middlesex University, B.A (Hon.) IT & Law (Joint Honours) | |
| Professional Societies/Certifications | |
| * SAFe * Certified Scrum Master (BPSS Security cleared) * Certified Scrum Product Owner * Certified Agile Business Analyst | * BCS: Requirements Engineering * BCS certificate in Testing (Foundation) * PRINCE 2 (Foundation) |
| Clients: Industry Experience | |
| * Hogan Lovells * Tech Elements * HMRC – Inland Revenue & Customs * Bloomberg * Direct Line (insurance) Group - DLG * HMRC – V.O.A (Executive Office of HMRC) * Land Registry * Transport for London (TfL) * The Home Office * Newton Europe * Rufus Leonard | * TMW * The Guardian * Yamaha * BT * UBS * Accenture * Casewise * Donavan Data Systems * TrustMarque * Dell |

**Project Experience**

**May 2019 – to date**

**Hogan Lovells – Consultant Agile Delivery Manager / Senior Scrum Master**

Hogan Lovells is one of the world’s largest international Law firms. I am responsible for the **3E Financial system**:

* **Roadmaps**, creating and monitoring Project **Charters** and Closure Report presented to the Project Board
* Project **budgeting – forecasting, actuals** and exceptions (PCR) of software, hardware and resources
* **Managing stakeholder**, sponsor & committee expectations whilst coordinating **DevOps** & **Tech Support**
* Change and **major incident management**, overseeing the **prioritisation** of **business needs** and stories
* Effectively communicating project status — including **risks,** schedule **variances** and mitigation options
* Managing **agile onshore &** **offshore** **multidisciplinary matrix managed** teams in **US, UK, S. Africa**
* Plan & oversee **releases** though to production whilst **optimising** configuration and **release management**
* Ongoing **assessment of agile maturity**, identifying areas/ processes for **optimisation** **and refinement**
* **Coaching, mentoring** the team / Product Owner to create and prioritise user stories to improve **velocity**
* Facilitating / overseeing the **sprint** **ceremonies** and **removing** **impediments** and barriers to the sprints
* Communicating on various levels using **Office 365**, **Workday**, **TFS**, **ServiceNow**, **Teams** and **Skype**

**May 2018 – Apr 2019**

**Tech Elements – Consultant / Agile Service Delivery Manager / Senior Scrum Master (Various)**

* Responsible for the successful and **timely delivery of several projects** into the business (live).
* Representing the team interests (at programme/ portfolio level too) whilst **closely managing expectations** with business areas / stakeholders, SLT, management regarding **R.A.I.D**, **resources,** **deadlines** and **budgets**
* **Managing stakeholders** and confidently liaising with them in non-technical terms **supporting, coaching** **new and existing product teams** - both the **team and the business**
* Creating **training materials**, running **training** **workshops** for **Agile, Scrum,** **Jira** and **Confluence**
* Cultivating **communities of practice** especially during **transformation from Waterfall to Agile**
* Regularly assessing the **agile maturity** and **culture** of the teams, leadership, **programme** and **portfolio**
* Introducing short / smaller deliverables - **a phased delivery approach** as opposed to a **‘big bang’**
* Capturing the necessary **metrics (e.g. velocity)** that enables me to see what is going on in the teams via **Jira / Sprint reports, proactively** providing **visibility and transparency** so that **potential issues are identified early** and **resolved before becoming impediments**

**Nov 2016 – Apr 2018**

**HMRC – Inland Revenue & Customs & International Trade – Agile Coach / Senior Scrum Master**

* Worked with **SAFe** **Scrum** teams **DevOps**, **RTE**, **Product Owners**, **Programme Management** and **Stakeholders** to **prioritize and defined scope (MVP)**
* **Transformed** the **organisation transition from Waterfall to Agile** whilst supporting **CMMI**
* **Configuration and administration of Jira** and **Confluence, including and creating workflows**
* Set up, running **sprint ceremonies,** help facilitate **Programme Increment Planning**, **Scrum of Scrums**
* **Ran** of the **Digital Agile Community of Practice, Change Champions** and **1-2-1 sessions**
* Created **cross fertilisation** within the teams on site and surrounding sites and promoted ‘**swarming’**
* **Promoted transparency** and **alignment** through **radiating information for team and stakeholders**
* **Optimised** **teams performance**, **velocity & metrics** in conjunction with **retrospectives & proactivity**

**Jul 2016 – Nov 2016**

**Bloomberg (BNEF – Bloomberg New Energy and Finance) – Agile Coach & Agile Scrum Master**

* I worked coaching the **Bloomberg (BNEF)** in **London**, **US**A and **South Africa.**
* I was also the Scrum Master for 2 novice agile teams, using the **Bloomberg Terminal** and the **Website**
* I ran **workshops** and held **1-2-1 coaching sessions as** part of the **Agile Transformation**
* Performed on-going **assessments of the teams' Scrum maturity** and suggested recommendations
* **Partnered with Product Owners** to ensure **vision, roadmap** and personas are well defined
* Helped the teams **continuously reflect and improve**, to become **more effective** in their roles and increase their predictability, **collaborate**, create **quality practices** and **remove impediments**
* Ensured adherence to **Agile methodology** including **sprint** events (**stand-ups, demos, retrospectives**), **road mapping, backlog management** (**definition, grooming, prioritization**), **sizing and task estimation** and **velocity tracking,** using **Jira, Confluence, GitHub and continuous delivery**

**Mar 2016 – Jul 2016**

**Direct Line Group (DLG - Insurance) – Agile Scrum Master & Agile Coach**

* I worked on a **migration** project migrating from legacy code and architecture to **AWS**
* **Two teams** simultaneously, that look after **multiple products** including **analytics** and **marketing**
* I facilitated all the **sprint ceremonies** and **coached** the teams and wider organisation in the **agile**
* Got the teams to embrace **continuous improvement** (**Kaizen**) of the process and the team **velocity**
* Ensured **risks** and **issues** were raised and **escalated pro-actively**, throughout.
* Proactively used methods and techniques for planning and **monitoring progress** (analytics) of projects and deliverables within sprints (**Target Process** - **velocity, burn down, SCRUMBAN, KANBAN, burn-down metrics and task definition** - **particularly preventing common problems**).
* **Agile and business change / transformation**

**Aug 2015 – Sep 2015**

**HMRC (VOA: Executive Office of HMRC) – Lead Agile Scrum Master / Agile Coach / Agile Delivery Lead**

* I supported and worked across multiple complex projects and **lead 4 multi-disciplinary agile product teams** – e.B.A.Rs, Forms of Return (for Business Rates), Local Housing Allowance, On-boarding.
* As the Lead Scrum Master I **worked with the other Scrum Masters** and ensured that the **agile ceremonies** are set up, that we embraced the ‘**lessons learnt’** from the **retrospectives** (to establish **best practices**) and action points are owned.
* I worked with the **Product Owners** / **Managers** to ensure hey understand their role, **translating the user needs** and requirements into **user stories,** from **customer experience and a/b testing (marketing)**
* I **coached** and **mentored** **SCRUM / Lean / Kanban / XP practices** not only at **team / project level** but also at **programme level** working with **senior directors and stakeholders and managing their expectations** to aide **the ‘Agile Business Transformation’.**
* Whilst working across projects, I **facilitated cross communication across government departments**, **opening lines of communication**, **documenting my findings** in **reports** / **Confluence** and **showcasing (‘Show and Tell’), often to various stakeholders**.
* I **removed all impediments** and ensured that the teams had what they needed to **deliver** via the project stages: **Discovery, Alpha, Beta,** the necessary **GDS and Cabinet assessments** (to meet the **GDS Standards**) and then through the **release process** into **live**.
* I also worked at **programme level** **project and resource planning (prioritising products / projects), RAID management,** **critical path analysis** and deciding how to keep the **teams fully optimised** during project phases and **budgetary controls**. This included **working with suppliers** and **on-boarding**.

**May 2015 – July 2015**

**Land Registry – Agile Scrum Master / Agile Coach (x2 teams simultaneously)**

I worked on the **Digital Register** and **Charges** team that are digitalising the conveyancing process from **end to end**. This project eradicated legacy code and ensured the system was user-centric in line with new **GDS standards utilising AWS** cloud services written in **Python,** tested using **Ruby, version controlled via GitHub and configuration managed via Puppet** and continuously integrated via **Jenkins.**

* Worked with *newly formed* **multidisciplinary teams** and help them understand the Agile concepts
* Assessed the **Scrum/Agile maturity** of the team and **coaching** them to higher levels of maturity
* I **introduced new processes** and made work more **visible and transparent including metrics, burn-down chart, velocity, story points, agile estimation.** We also used **analytics** and customer feedback
* Liaised with other areas of the business and IT including the **architecture, data integration** (using **GIT and Jenkins),** **continuous testing, continuous deployment and DevOps – resolving challenges**
* Worked with custom cloud implementations involving **AWS** and **Postgres DB & PivotalTracker & Jira**
* Managed cross team **issues, risks and dependencies** (including **DevOps**) and facilitated **Scrum of Scrums,** whilst **resolving impediments** in a timely fashion to enable the team

**December 2014 - to May 2015**

**Transport for London – Agile Scrum Master / Agile Coach (x3 products simultaneously)**

I worked on a variety of web projects of different size and scale, simultaneously for TfL: <https://www.tfl.gov.uk>.

* Worked with **multidisciplinary teams**: users, UX, BA, architect, PM, relationship managers and **DevOps**
* Assessed the **Scrum/Agile maturity** of the team and **coaching** them to higher levels of maturity
* Agile / **SCRUM coach, mentor enthusiast using** and setting up **JIRA** and **Confluence** tools
* Managed and organized daily **stand-up meetings, look at sprint planning and pre-planning and release planning**, whilst **resolving impediments** in a timely fashion and **eliciting customer solutions**
* Lead Agile Software Development teams through the **full development lifecycle** and liaised with other areas of the business and IT including the **Release Management Board, writing release notes** and ensured **continuous integration** (using **GIT and Jenkins)** and **continuous testing**
* Managed cross team **issues, risks and dependencies** and introduced **Scrum of Scrums**
* **Defect management / bug triage and risk management (in and across teams)**

**Projects**

1. <https://www.tfl.gov.uk/webcat> 2. <http://www.tfl.gov.uk/travel-information/improvements-and-projects/>

**May 2014 – November 2014**

**The Home Office (Government) – London – (SC Security Cleared) Agile Scrum Master/ Agile Coach**

I worked on the **SAFe** IPT Programme on the BTP/ BTD project in the Data Services team for the **Home Office**. This was a SC secured project. The team made use of **SOA, Oracle, IntelliJ Jenkins, Jira, Stash, Confluence, Alfresco, Solr, SOAPUI and benchmarking** tools. This was a **Scaled Agile Framework (SAFe) project.**

* Lead all **sprint activities** including **sprint planning** (including **capacity and sprint planning**), ensuring realistic sprint goals were agreed and any **risks, ‘Show and Tell’**, **sprint reviews and retrospectives**.
* **Test Management:** peer reviews, **Test Strategies, Continuous integration, Unit Testing**, Green **Builds, RBT: Risk Based Testing,** **defined test scope**, tests for **automation**, parallel testing.
* **Worked very closely with the; Product Owner**, **Project Managers, Architects, BA and Build and support teams** to ensure scrum team deliverables were in line with overall project objectives.
* I had **line management responsibilities for 12** people and facilitating the daily activities (including daily **‘Stand-Ups’**), embracing an **’agile mindset’**, **culture shift** and **knowledge transfer.**
* Worked with **EBSA** **DevOps** to produce scripted, **configured,** **reliable environments** and removed environment impediments. This included the use of **analytics and performance testing**
* I help set up and manage the **configuration process** that tied the stories to the **release** and documentation as well as working very closely with **DevOps**
* Promoted embracing an **’agile mind set’**, **culture shift** and **knowledge transfer**
* Ensured **requirements** were captured, prioritized and **dependencies tracked,** coordinating, where appropriate (especially after **sprint+1, sprint+2** **refinement sessions** and in **alignment sessions**).
* Anticipated, managed and **resolved issues, removed dependencies, and impediments** that impacted the delivery of the team / project, / projects, especially in ‘**Scrum of Scrum’ meetings**
* Ensured each **Programme Increment (PI)** was formally handed over to the Systems Integration Testing **(SIT)** team as a **release, using Jira**, **Jenkins and Putty**, with all required project documentation
* chaired the **defect committee /triage meetings** and optimized **the defect management process**

**Other Project Experience**

**Mar 2013 – April 2014: Newton Europe:***Agile**Scrum Master / Agile Coach (*extended x2 length)

**Dec 2012 – Feb 2013: Rufus Leonard** *(Digital Agency): Agile Scrum Master*

**Aug 2012 – Nov 2012: TMW** (Digital Agency): Agile *Scrum Master* (extended 7 times**)**

**Jul 2011 – Jul 2012 Guardian** – London*: Agile Scrum Master & Test Lead* (extended from 9 - 49 weeks)

**Oct 2009 – Jun 2011: BT** - *Test Data Analyst / Work stream Lead for Mobile Test Data / PMO*

**May 2008 – Oct 2009: Yamaha** (R & D Centre**)** *Test Lead*

**Jan 2007 - Feb 2008: Accenture** / *UBS (Investment Banking Division) – Onshore Test Lead*

**Sep 2000 – Dec 2000:** Dell Computer Corporation: *Developer*

**References**

Available upon request (More details available for more roles and each role upon request)