## Professional Profile

A dynamic, versatile and pragmatic individual with business and technical skill set for delivering and supporting a wide range of projects and programmes. Experience spans finance, banking and insurance domains delivering projects using traditional (as a project manager) as well as agile methodologies (as a servant leader scrum master). Ability to form win-win relationships with all project teams, as well as other stakeholders both within the business and external vendors. Able to articulate complex information in a clear and concise way. Possesses exceptional communication, interpersonal skills, thinking out-of-the-box and ‘can do’ attitude which has proven to motivate the rest of the team to perform at their best abilities.

* Extensive Scrum Master experience coupled with strong project management background.
* Experience of working with multiple Scrum / Kanban teams in a variety of different contexts (different team sizes, different organisations, different cultures, co-located vs. distributed).
* Knowledge and experience with widely successful Agile techniques namely Scaled Agile Framework (SAFe 4.6), Scrum, Kanban, XP, User Stories, BDD, TDD, Continuous Integration, Continuous Testing, DevOps, Pairing, Automated Testing and Agile Games.
* Experience of delivering software in a formal regime using source control management and controlled gates with relevant artefacts to support design, quality and support.
* Experience of working in a corporate environment successfully aligning solutions appropriately with wider roadmaps, architecture and other initiatives
* Evangelise Agile principles to establish and continuously improve efficient working practices. Also, guide and coach Scrum teams and organisations on how to use Agile/Scrum practices and values and provide support to the team and lead by example.
* Ensure satisfactory service and support of applications is provided at all times; including adherence to all compliance and regulatory controls

## Objectives

Seeking a challenging assignment to utilise existing skills and expertise while enabling further personal and professional development.

## Employment History

**Digital Scrum Master / Agile Coach (Contract) (Jan 19 to Present)**

GSK – Pharmaceutical – London, United Kingdom

Scrum Master on a global digital transformation programme. The programme deals with the rollout of collaboration and workplace technologies within the organisation and covers a whole suite of collaboration tools namely Facebook Workplace & Workplace Chat, Skype for Business, Microsoft Teams, Smart Meeting Room & Live Video Streaming. Using SAFe, following the servant leader principles and working in an agile and DevOps environment with a number of virtual squads made up of engineers to deliver the products across the organisation. Empower the squads to deliver by protecting them from external parties, disruptions and politics.

Scrum Master Duties include:

* Scheduling and facilitating Scrum events including daily stand ups, sprint planning, backlog refinement, sprint reviews, show & tell sessions and retrospectives. Additionally, assisting the squads to prepare for ART activities including PI planning, system demos and inspect + adapt.
* Participating, and at times, leading the Scrum of Scrums (SoS) events; Promoting SAFe principles defining team charters, Definition of Ready and Definition of Done
* Maintaining the team's capacity plan, Scrum boards, sprint backlog, velocity charts, burndown data, product increment and product backlog
* Making extensive use of Atlassian’s JIRA and Confluence for user story maintenance, documentation and metrics; Implementing and making use of all available collaboration tools (Workplace, Teams, WebEx, Skype) to aid team communications.
* Assisting the team to perform at their best by removing any obstacles; Identifying and communicating potential risks to the completion of the Iterations, including resources, costs, and external dependencies proactively escalating as required
* Working with the Product Owners to ensure the product backlog is in good shape and ready for the next sprint
* Monitoring flow of work and productivity using Agile tool metrics and assisting the squads in making corrective actions to bring them back on track as required
* Providing regular MI reporting to senior management on Iteration/Release execution
* Working in collaboration with Product Owners and IT colleagues to deliver on the agreed departmental roadmap using an Epic Portfolio, Capability & Feature hierarchy.
* Contributing to defining the strategy and roadmap to enhance the programme’s Agile capabilities

Agile Coach Duties include:

* Creating an Agile training programme for the squads and delivering it at the start of my contract to create a baseline level of Agile knowledge.
* Proactively encouraging attendance of regular targeted ‘refresher’ training sessions and mentoring on a 1:1 basis if needed to ensure Agile & SAFe adoption is a success.

**Digital Scrum Master / Agile Coach (Contract) (Jul 18 to Dec 18)**

Barclaycard Plc – Global Banking – Northampton, United Kingdom

Scrum Master on a digital transformation programme. The programme deals with the Onboarding and Servicing aspects of a merchant portal to serve Barclaycard's commercial customers. Working in an agile and DevOps environment with a Devteam made up of user experience designers, business design analysts, user interface and backend developers as well as testers to deliver the solution. Specialist in Agile (Scrum, Kanban, XP) methodologies, with specific experience of mentoring Business Analysts as part of DevTeam; Coach and mentor the ‘feature’ DevTeams on Agile and Scrum processes. Enthusiastic about the adoption of Agile and what it can bring to individuals, the programme and the organisation.

Scrum Master Duties include:

* Scheduling and facilitating Scrum events including daily scrums, sprint planning sessions, backlog refinement, sprint reviews, show & tell sessions and retrospectives
* Maintaining the team's capacity plan, Scrum boards, sprint backlog, velocity charts, burndown data, product increment and product backlog
* Making extensive use of CA's Agile Central (Rally), JIRA and Confluence for user story maintenance, documentation and metrics
* Assisting the team to perform at their best by removing any obstacles; Identifying and communicating potential risks to the completion of the Sprints, including resources, costs, and external dependencies proactively escalating as required
* Working with the Product Owners to ensure the product backlog is in good shape and ready for the next sprint
* Monitoring flow of work and productivity using Agile tool metrics and assisted the DevTeam in making corrective actions to bring them back on track as required
* Providing regular MI reporting to senior management on Sprint/Release execution
* Working in collaboration with Product Owners and IT colleagues to deliver on the agreed departmental roadmap
* Contributing to defining the strategy and roadmap to enhance the programme’s Agile capabilities
* Working specifically with the BA team to setup the Agile principles & deliverables (including definitions of Ready and Done for user stories and artefacts, roles and responsibilities within an Agile framework ..etc) that drives the change within the programme

Agile Coach Duties include:

* Creating an Agile training programme for the DevTeams and delivered it at the start of my contract with Barclaycard to create a baseline level of Agile knowledge for all.
* Proactively delivering regular ‘refresher’ training sessions and mentored on a 1:1 basis if needed to ensure Agile adoption is a success.
* Supporting teams of Business Analysts, Developers and Testers operating in a cross-functional Agile ‘feature’ teams (on-shore and off-shore). Also, supporting teams on the conversion from traditional to Agile operating model. Also, continually optimised how DevTeam worked to deliver in an Agile manner.

**Scrum Master / Agile Coach (Contract) (Oct 17 to June 18)**

Retail & WM, Santander Bank Plc – Global Bank – Milton Keynes, United Kingdom

Scrum Master on an IT Resilience programme in a DevOps environment. The programme addresses obsolescence of software and hardware components within the IT landscape. For software development components, Scrum is utilised and for hardware components Kanban is utilised. Software components are remedied using 2 week sprints and these may align to a hardware release in cases where a software and hardware upgrade is required at the same time.

Duties include:

* Scheduling and facilitating Scrum events including sprint planning sessions, backlog grooming, daily scrums, sprint reviews and retrospectives
* Maintaining the team's capacity plan, Scrum boards, sprint backlog, velocity charts, burndown charts, product increment and product backlog. Monitoring team velocity throughout the sprints to determine future team bandwidth.
* Extensive use of Atlassian’s tools Jira and Confluence
* Coaching and mentoring team members on Agile / Scrum processes
* Assisting the team to perform at their best by removing any obstacles and escalating issues to leadership as required
* Working with the product owner to ensure the product backlog is in good shape and ready for the next sprint
* Identifying and communicating potential risks to the completion of the Sprints, including resources, costs, and external dependencies proactively escalating as required. Additionally, facilitate discussion, decision making and conflict resolution.
* Clear verbal and written communication skills

Agile Coach Duties:

* Developed and delivered DevTeam training material and workshop, building knowledge and skills to facilitate the Agile transformation and reinforced Agile concepts by continuous training and mentoring.
* Supported Communities of Practices to promote organisational understanding of Agile roles and helped individuals develop into them.
* Assisted Agile champions within IT to further the cause of Agile adoptions within the organisation.
* Helped the DevTeam to navigate the Agile tools and software eg. Kanban boards, poker planning, JIRA, Confluence
* Encouraged DevTeam and stakeholders buy-in

Non-Scrum Master duties include:

* Carried out data analysis (using Hadoop and Spark) on IT infrastructure related data to aid the appropriate course of action.
* Made use of Excel’s VBA to automate Excel data analysis.

**Project Manager / Business Analyst (Contract) (Jun 16 to Oct 17)**

Hybrid PM/BA working within the Continuous Improvement Programme team on small-medium projects (3-6 months). Acting as the conduit between business and IT to ensure timely and cost-effective delivery of business critical and regulatory improvements across the Retail and Wealth Management landscape. Duties included:

* PM duties: engagement with business sponsors to clearly define the scope and parameters for delivery; management of all stakeholders including business sponsors, steering committees, senior business representatives, IT and vendor resources; management of project risks, issues, dependencies and change management aspects; providing governance and periodical status reporting to key stakeholders.
* BA duties: requirements planning, management and elicitation using brainstorming, document / interface analysis, interviews / workshops, process mapping and observation techniques; production of all BA documentation and obtaining sign offs as required including BRDs, FSDs, User Stories, BPR Visio diagrams etc.
* Significant exposure to Excel, Word and Outlook VBA script writing to design and automate reports, streamline processes and to automate manual tasks that would otherwise take significant amount of time to achieve.
* Extensive Sharepoint 2013 hands-on duties.
* Extensive use of Visio for process and procedure mapping.

**Project Manager (Contract) (Sep 15 to Jun 16)**

RBWM, HSBC Bank Plc – Global Bank – Canary Wharf, London, United Kingdom

Project Management role working within the Global Standards Programme (GSP) within the Retail and Wealth Management division. GSP governs how HSBC does business and with whom by establishing the business policies and processes that will be used to protect against financial crime. Reporting to the programme manager, my duties consisted of the following:

* Engaging with sponsors to clearly define the scope for delivery; refining the Business Case as required; management of all stakeholders including business sponsors, steering committees, senior business representatives, IT resources and other relevant forums on project / programme progress; management of project risks, issues, dependencies and change management; providing governance and periodical status reporting to key stakeholders and maintenance of the programme project plans.
* Ensured awareness, involvement and support from key stakeholders by building strong and robust communications on the project status throughout its lifecycle. Captured risks and issues and managed them closely.
* Facilitated the removal of any blockers identified by the team
* Supported the delivery process throughout development, testing and implementation and ensured deliverables meet business requirements before releasing to customers

**Digital Scrum Master / Agile Coach (Contract) (Mar 14 to Aug 15)**

Oman Insurance Company – Insurance - Dubai, United Arab Emirates

* Scrum Master of a strategic **Microsoft Dynamics CRM 2015** & **SharePoint 2013** implementation for all lines of business within the company. The implementation consisted of the Sales Force Automation, Customer Services Insight and Customer 360 modules.
* Managed the delivery of this major customer experience initiative from design through to release.
* Worked directly with all levels of stakeholders across all 14 business areas (product owners, agile business analysts and UX designers) to produce delivery estimates and managed the transition from analysis through to design and delivery using Scrum.
* Supported all the teams to collaborate and make effective decisions promoting continuous improvement and closer working relationships using a DevOps model.
* Defined the agile methodology and enforced all team members (including 3rd party vendor resources) to follow the same methodology
* Ran the scrum ceremonies (sprint planning meetings, daily Scrum, sprint review meetings and retrospective meetings)
* Maintained the product increment, product and sprint backlog
* JIRA and Confluence setup and management
* Coached team members on Agile processes and specifically Scrum
* Worked with the product owner to make sure the product backlog is up-to-date
* Removed obstacles for the team by escalating issues to leadership resulting in early resolution of issue
* Setup a Confluence site for collaboration with project members, communication to all stakeholders as well as the storage of all project artefacts.

Agile Coach Duties:

* Trained DevTeams, Product Owners and managers on Agile values and principles to promote continuous improvement in practices.
* Championed cultural change for accelerating and advancing the organisation's transformation to Agile.
* Mentored the DevTeam leading them to be self-directed and self-organised with strong accountability, decision making, conflict resolution and transparency.
* Contributed to Agile success stories which were distributed via internal newsletter and posted on a SharePoint site to improve the Agile maturity level within the organisation.

**Digital Project Manager / Business Analyst (Contract) (Oct 10 to Feb 14)**

National Bank of Abu Dhabi – Global Banking – Abu Dhabi, United Arab Emirates

A hybrid BA/PM role working on a number of concurrent strategic projects for the bank. Achievements included:

**Project Manager / Business Analyst – Securities Post-Trade IT (Perm) (Mar 07 to Sep 10)**

GB&M, HSBC Bank Plc – Global Bank – Canary Wharf, London, United Kingdom

**Business Analyst / Project Manager (Contract) (Oct 05 to Mar 07)**

Omgeo EMEA – Financial Services Vendor/Software House – London, United Kingdom

**Developer / Systems Analyst (Contract) (Oct 01 to Oct 05)**

Saudi Industrial Development Fund – Government Industrial Development – Riyadh, Saudi Arabia

## Personal Profile

**Nationality:** British **Marital Status:** Married

## Education

**418 City & Guilds Diploma in IT BSc in Computer Science 1st Class Honours MSc in Computing Science**

Cavendish College, London, UK University of Hertfordshire, Hatfield, UK University of Hertfordshire, Hatfield, UK

## Professional Training & Certification

Business:

FATCA Overview, Reputational Risk, Operational Risk Foundation, Sanctions, Rebuilding Trust in Banking, understanding business resilience, Competition law, Common Reporting Standards (CRS), Bribery and corruption, Anti Money Laundering (AML), Introduction to derivatives and fixed income securities, Leadership & Team Building, Influencing and Negotiating, Negotiation Skills: Achieving Successful Outcomes. *Shortlisted and attended the HSBC Fusion talent management programme which spanned 1 year made up of 6 events culminating in a week’s event at the Sandhurst Military Academy in the UK*.

Technology Exposure: Java, MuleSoft/apigee, mongoDB, Hadoop, Cyberark, Data Pipelines, Elastic Stack as a Service (ESaaS), Kibana, Checkmarx/SonarQube, Cucumber Selenium, SOAP UI for API testing, Jenkins, Maven/Gradle, GITHub, Docker/Kubernetes, JIRA, Confluence, SQL, Microsoft Project

Certifications:

Scrum Alliance **Certified Scrum Master** (Oct 2017), **SAFe for Teams** (Feb 2019), **SAFe for Scrum Masters** (Feb 2019), , **SAFe for Product Owner Product Manager** (Jul 2019). Currently preparing to sit the **Professional Scrum Master I** exam (scrum.org)

## Hobbies & Interests

I have travelled (for business and pleasure) to various countries across the world (USA, Europe, Middle East and Asia – Hong Kong, Malaysia, Thailand and Singapore). I participated in the 3-peaks challenge. Hobbies include rowing, trekking, cycling, music and camping.