**Paul E Owens**

2 Soprano Way, Hinchley Wood, Surrey KT10 0DG

07962 242 020 | paul@portmaninnovations.co.uk

I help teams deliver valuable digital products and services by adopting lean and agile principles and practices to realise business value early and sustain competitive advantage.

I’m passionate about building culture, changing mindsets and empowering teams so they can achieve their full potential. Due to my wide-ranging experience, I am equally at home working with onshore or offshore teams, in-house or 3rd party developments and smaller or enterprise-scale environments.

I have 10+ years’ experience with Scrum, Lean and Kanban, 20+ years of experience in IT, including +10 years of Digital. I am a Certified Agile Coach (ICP-ACC), Certified Professional Scrum Master (PSM II), Certified Scrum Master (CSM) and Certified SAFe Practitioner.

**CORE COMPETENCIES**

Agile / Lean / Kanban / Scrum / XP Methodologies | Distributed Agile | Scaled Agile (SAFe, DAD, LeSS) | Process Improvement | Change Implementation │ Digital Products / Services | Product Development Lifecycle │Start-Up Operations │ Workshops Facilitation | Onshore and Offshore Teams │ DevOps │ TDD / BDD │ Scalable Platforms │ Resource Planning | Vendor Management

**PROFESSIONAL EXPERIENCE**

*Euromoney Institutional Investor PLC*

**Lead Scrum Master / Agile Coach (contract) Mar 2019 – Present**

* Reporting to the CTO, I provide Scrum Mastery and Coaching to teams within the Specialist Information division.
* Leading and coaching the organisation in its Scrum adoption and being a champion for Agile Values and Principles
* Helping employees and stakeholders understand and enact Scrum and empirical product development.
* Planning Scrum implementations.
* Enact change and continuous improvement increasing the productivity of Scrum teams and the overall quality of deliverables.
* Demonstrate key Scrum and Agile methodologies in managing the backlogs, agile planning, velocity, user stories, task definition, and Scrum ceremonies.
* Assist the teams in making appropriate commitments through story selection, sizing and task definition.
* Promote self-organisation of teams, to achieve a collaborative team, that is consensus driven, committed to team success and problem-solving
* Provision of onsite, ad hoc and formal agile/lean training
* Facilitate the DevOps migration, utilising 3rd party products including Team City and Octopus (one click releases, continuous delivery, feature flags, branching strategies etc.
* Focus on improving workflow and productivity & ensure continuity across all teams.
* Working with other Scrum Masters to increase the effectiveness of the application of Scrum in the organisation.

*Fidelity International*

**Scrum Master / Player-Coach (contract) Dec 2016 – Dec 2018**

* Introduced by an Agile Coach already on site, I helped to implement a strategic transformation initiative in the Workplace Investing area of the business. Typical activities included, coaching Agile and Lean adoption, transitioning from existing Waterfall projects to delivery management within a DevOps framework.
* Provided ‘servant leadership’ to multiple distributed, cross-functional capability teams delivering capabilities and features for a greenfield Pension administration platform.
* Focused on improving the adoption of Scrum, ensuring continuity, especially in areas of collaboration between onshore / offshore teams and 3rd party suppliers.

**Paul Edward Owens**

Page Two │ 07962 242 020 | paul@portmaninnovations.co.uk

**PROFESSIONAL EXPERIENCE – CONTINUED…**

* Supported the adoption of Agile techniques: User Stories, TDD, BDD, Continuous Testing, Pairing, Automated Testing & Agile Games.
* Guided the teams through the product discovery phases, helping to ensure users’ needs were met.
* Supported all ‘start of sprint’ and ‘end of sprint’ activities including sprint planning, daily stand ups, retrospectives, sprint reviews, risks or issues concerning workload, capacity or capability of the scrum team, using TDD, BDD, Automated Testing & Agile Games.
* Removed impediments within / outside of the teams and fostered a culture of good communication.
* Facilitated trade-offs between business, product and technical to reduce waste and maximise early value delivery.
* Led initiatives to continuously improve processes, practices and communication.
* Technology on the projects includes, data warehouse and BI involving Oracle tools/tech and APIs, Toad, PL/SQL Informatica, Robotic process automation, XTRAC, Thunderhead, 3rd Party Platform, APIs and Amazon EC2.

*Portman Innovations*

**Director Nov 2016 - Present**

Following redundancy from the BBC in Dec 2016, I set-up my own company with the aim to share my knowledge and experience of Agile and Lean methodologies and frameworks.

*BBC (2010-2016)*

**Master of Scrums /** **Agile Programme Manager 2013-2016**

* Applied Agile and Lean thinking at scale on a major digital transformation programme for BBC News.
* The digital transformation programme encompassed technology / business changes, introducing a new set of digital news systems and products, as well as journalistic tools that executed strategy and leveraged investments.
* I drove harnessing of technology to boost collaboration and efficiency through new video publication production system, micro-service architecture, strategic move from in house Infrastructure to a Cloud-based solution using AWS (Amazon Web Services), data / information architecture paradigms, bottom up app redesign, strategic election data systems, a new responsive website powered, editorial workflows, new practices, and initiatives to drive innovation. Tech included PHP, Java, HTML, RDF/XML, Sparql, OWL, Oracle, AWS, APIs
* Communicated with senior management and governance authorities (Business Sponsor, project board, steering committee etc.) with the frequency and formality deemed necessary.
* Elevated product delivery through the optimisation of Agile / Lean processes at a time of early adoption across the organisation.
* Led the full product lifecycle (proposal development, planning, user research, marketing, communication, support, and development), ensuring delivery of strategic benefits across diverse areas.
* Administered CapEx budget totalling £10M annually and matrix managed multi-disciplined technology team of 120+.
* Promoted self-organisation across the programme to achieve collaboration that was consensus driven, committed to team success and problem-solving.
* Modelled the delivery Value Chain around Lean principles using Kanban, and acted at the ‘Master of Scrums’ to synchronise teams with a focus on areas of overlap and integration.
* Identified areas for team growth and brought in Agile Coaches to provide onsite, ad hoc and formal agile/lean training.
* Led economic decision making by facilitating initiative/ feature estimations by teams and roll up to program/ release level visibility (overarching team roles).
* Encouraged the adoption of industry standard and best practice software engineering processes (including Continuous Delivery, CI, and TDD).

In 2015, I took a 1-year secondment to a BBC subsidiary, Media Applications Technologies, where I successfully orchestrated modernisation of the business operations focused on ensuring continuous and quality delivery of mobile products as well as optimal ROI.

**Paul Edward Owens**

Page Three │ 07962 242 020 | paul@portmaninnovations.co.uk

**PROFESSIONAL EXPERIENCE – CONTINUED…**

**Scrum Master / Senior Technical Project Manager 2010-2013**

Helped to implement strategic digital transformation initiatives across the BBC during a period of early adoption of Agile and Lean frameworks and methodologies. Typical activities included, coaching Agile and Lean adoption, transitioning from existing Waterfall projects to product delivery management, contributing to the newly formed Communities of Practices.

* Demonstrated key Scrum and Agile methodologies in managing the backlogs, agile planning, velocity, user stories, task definition, and Scrum ceremonies.
* Coached the Editors / Product Owners on their roles and how to engage effectively with a Software Delivery Team.
* Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices reducing development time.
* Oversee sprint planning, release planning, backlog maintenance & retrospectives.
* Made impact assessments against the proposed digital service to establish changes required to processes, tools and resources for the service and support whilst liaising with technical teams within the business, establishing AS-IS states at the moment.
* Significant exposure to Front End web development technologies (HTML, JavaScript, JSP, content management, caching) and to platform-level development - services, APIs, large codebases.

***Career Highlight:***

* Launched the BBC’s award-winning live and on-demand video coverage of the London 2012 Olympic Games. A dedicated BBC Sport website powered by complex results data services and APIs / linked data aggregations delivered on time and on budget using Agile / Lean / Scrum / XP Methodologies.
* This project represented BBC’s first large-scale investment into semantic web technologies and was the most advanced and comprehensive API and data-driven dynamic web application that the BBC had ever produced, pulling in stories, stats, video and profiles for every event, country and athlete in the Games.

**EARLIER ROLES**

**Project Manager / Scrum Master,** *DigitasLBi* **2008-2010**

* Responsible for delivering various high-profile projects for this leading international full-service and fully integrated digital agency (marketing / technology). Projects included BT consumer domain and e-commerce site hosting to enhance conversion rates; Centrica’s complex schools engagement programme encompassing user incentives.
* Formation of LBi’s first Scrum Software Delivery Team to deliver cutting edge Social Media Dashboards integrated with Omniture, Google Analytics, SearchIgnite and Sysomos to Marks and Spencer, Etihad, Electrolux, Barclays, Disney and Harrods.

**Project Manager,** *Seriously Digital Ltd* **2007-2008**

* Delivered content managed ASP.NET 2.0 websites through the full SDLC to clients such as VisitBritain, BBC Worldwide, and ABN AMRO within this strategically-led digital communications consultancy.

**Project Manager,** *HSBC* **2004-2007**

* Key role in maintaining the in house design studio’s reputation as a “trusted brand guardian” during period of corporate growth.

**Production Executive,** *Viacom* **2003-2004**

* Directed full lifecycle digital advertising projects for the Transport for London contract.

**Paul Edward Owens**

Page Four │ 07962 242 020 | paul@portmaninnovations.co.uk

**PROFESSIONAL EXPERIENCE – CONTINUED…**

**IT Business Analyst,** *DHL Systems* **1998-2002**

* Served as a key member of company’s Finance Business Process & IT unit, providing structured analysis and documenting business requirements on strategic Customer Accounting change projects across Europe and Africa.

**EDUCATION / PROFESSIONAL DEVELOPMENT**

**Managing Innovative Technology** - Continuing Education - University of Oxford (2016)

**History of Design & Architecture (2:2)** - University of Teesside (1996)

ICP-ACC Certified Agile Coach

ICAgile Certified Professional

Professional Scrum Master (PSM II)

Certified Scrum Master (CSM)

Certified SAFe Practitioner

MSP Practitioner, BCS (British Computer Society) (2013)

PRINCE2 Foundation