

# Peter Kappus

+44 (0) 203 468 4224

hello@peterkappus.com

<http://kapp.us/cv>

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## Profile

A highly technical, delivery-focused, business transformation consultant, Agile coach, programme/portfolio delivery manager and **certified scrum master** with a passion for problem-solving and 15+ years of experience working across a diverse range of industries including finance, government, media/publishing, and bio-tech.

A natural servant-leader able to nurture lasting positive change in large organisations while rapidly understanding organisational context and broader strategy. Able to combine deep, hands-on technical knowledge with excellent communication and leadership skills to influence and engage participants from individual contributors to C-Level executives bringing about steady, measurable, constant improvement in complex, evolving environments.

Possessing a naturally entrepreneurial mindset able to quickly devise and deliver innovative technological & managerial solutions to seemingly intractable problems.

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## Skills

|                                     |                                  |
|-------------------------------------|----------------------------------|
| Business Transformation             | Agile / Lean Coaching            |
| Delivery Management                 | Objectives & Key Results (OKRs)  |
| Agile Business Planning & Reporting | Cross-functional Team Management |
| Adaptive Risk Management            | Target Operating Model (TOM)     |
| Workshopping / Facilitation         | Management Information (MI)      |
| Business Intelligence (BI)          | Basic accounting / Finance       |
| Stakeholder Management              | Process Design / Modeling        |
| Goal Setting / Strategy             | Impact Mapping                   |
| Regulated Financial Services        | Behaviour Driven Dev (BDD)       |
| Continuous Delivery                 | Ruby on Rails / Python           |
| Product Management                  | Basic Linux DevOps               |
| Cloud infrastructure (AWS)          | Source Code Management (git)     |
| Service Oriented Architecture (SOA) | HTML / CSS / javascript          |

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## Experience

### Portfolio Manager &

### Business Transformation Consultant

#### Government Digital Service (Cabinet Office, UK Government)

June 2015 - Present

Through close engagement with finance, people, and delivery teams combined with strong technical ability I added significant operational agility to the business; enabling senior leadership to make informed, data-driven decisions around prioritisation, investment, delivery, risk, financial performance, headcount and benefits realisation to effectively manage a **£500m complex change portfolio (£150m+ in 16/17)** driving **digital transformation** across the UK government.

- Replaced complex, inflexible vendor ERP solution with bespoke BI platform
- **Saved £100k+** while improving accuracy, engagement, and user satisfaction
- Reduced reporting cycles from quarterly to monthly
- Trained Del Ops team on tools, concepts, and techniques to ensure lasting change
- Streamlined business planning to make it light-weight, continuous, and real-time
- Introduced impact-mapping and Objectives and Key Results (OKRs)
- Created bespoke OKR tracking tool  
(<https://github.com/peterkappus/panoflex>) using **Ruby on Rails**

## **Programme Delivery Manager | Agile Coach**

### **Government Digital Service (Cabinet Office, HM Government)**

November 2014 - June 2015

Responsible for delivering the Digital Marketplace

(<https://www.digitalmarketplace.service.gov.uk/>), a revolutionary programme (comprising an online platform, legal & commercial frameworks, and customer support) transforming how the government buys digital. G-Cloud sales (<https://www.gov.uk/performance/g-cloud>) alone circa £1.4B as of July 2016.

Coached teams in **agile methodologies**, business planning and reporting: resource management, road-mapping, benefits realisation, risk mitigation, stakeholder management. Oversaw a **~£3M annual budget** for a 30+ person cross-functional team (spanning product design, user research, technology, procurement, engagement, support, legal, and analytics).

Active participant in the Agile delivery community at GDS providing coaching, training, and mentoring.

**Pivotal Tracker, Java (Grails), Python (Flask), Jenkins, SQL Alchemy, git, Postgres, AWS Elastic Beanstalk, continuous integration (CI) with Jenkins, infrastructure automation with Ansible, AWS Relational Data**

**Store (RDS).** All code open sourced via github  
([https://github.com/alphagov/?  
utf8=%E2%9C%93&query=digitalmarketplace](https://github.com/alphagov/?utf8=%E2%9C%93&query=digitalmarketplace)).

## **Delivery Manager | Agile Transformation Coach**

### **Pearson PLC**

July 2013 - November 2014

Transformed two critical, at-risk programmes from dysfunctional waterfall delivery methods to a high-functioning, lean/agile ones using Scrum, Lean, Kanban, BDD, etc. improving efficacy, efficiency, and quality ensuring timely accurate delivery, with high rates of customer and executive satisfaction.

- Complete redesign and rebuild of the Pearson Qualifications (<https://qualifications.pearson.com>) website (a £300M+ annual business with 60K+ pages and documents) from MS SharePoint to Adobe Experience Manager (AEM)
- A real-time analytics platform to predict subscription renewal rates and identify high-risk clients of their e-learning platforms.

Mentored senior stakeholders in lean/agile methodologies supporting wider digital transformation of the world's largest publishing company.

**Jira, Adobe CQ (Java), Solr, AngularJS, Apache, Jenkins, Cucumber (Ruby, Capybara, Poltergeist, PhantomJS), MySQL, CouchDB, MongoDB, Python/Flask, SOA/RESTful APIs**

## **Scrum Master | Agile Coach**

### **ustwo™**

Nov 2012 - May 2013

Managed user experience delivery and coached technical and leadership teams at a Fortune 100 credit-card company delivering a multi-million dollar customer loyalty programme.

- On-shore, near-shore, and off-shore teams in London, Boston, New York, Bangalore, Munich and Phoenix

- Facilitated agile ceremonies including sprint planning, stand-ups, show & tells, and retrospectives
- Resulted in timely, high-quality delivery across multiple platforms

**Tech stack included JIRA, Java EE, SDLC, SOA, Scrum, Agile, User Experience (UX), iOS, Android, Responsive Web**

## **Scrum Master | Data Scientist**

### **Gray Metrics**

Apr 2012 - November 2012

Applied agile/lean principles and engineering capability enabling a **big data start-up** to conceive and deliver a first-gen social media data mining and trend analysis platform for the automobile industry. Included market strategy, product ownership, engineering, and business development. **AWS (EC2), MongoDB, Ruby on Rails, Jetty, D3.js, and R**

## **Scrum Master | Agile Coach**

### **JAM @ Engine People Limited**

Aug 2011 - Mar 2012

Managed delivery of a real-time social media management and analytics platform to web and mobile channels. Servant leader to a team of engineers, designers, and business owners between the UK & South America. Provided individualised coaching to embed lasting agile transformation. **JIRA, SOA, RESTful APIs, PHP, MySQL, Apache, Tomcat, Java EE, GNIP, Watir, jQuery, Automated Testing, iOS, Android, Windows Phone.**

## **Project Manager | Senior Producer**

### **ustwo™ Studio Ltd.**

Aug 2010 - Aug 2011

Managed front-end design and delivery of an award-winning **Fixed Income (forex) Single Dealer Platform (SDP)** for a **global Tier 1 investment bank** including support for **cash, options, and algorithmic trading**. Worked with multiple stake-holders across various lines of business including client

services, product management, and information technology. Introduced bespoke agile design process within the bank's legacy SDLC. Employed **JIRA, Confluence, OmniPlan, OmniFocus, Axure, Nirvana, Java EE, XAML, Silverlight, HTML, CSS, and Javascript.**

## **Senior Project Management Consultant**

**ustwo™ Studio Ltd.**

Dec 2009 - Aug 2010

Managed delivery of a ground-breaking wireless web-enabled insulin pump with touch-screen UI (requiring CE Mark and EN-60601-1 compliant embedded software). Reported directly to Chief Executive Officer and liaised with in-house and vendor teams in London, Winchester, Poland, and Wales. Applied agile methods to create a robust engineering, UX, and defect management processes prior to arrival of VP of engineering. Routinely met with investors and board members. **OmniGraffle, SpiraTeam, OmniPlan, C++, ANT-RF, GSM, ActionScript, WinCE, HaXe.**

## **Owner, Director of Technology**

**Design Commission, Inc.**

Sep 2006 - Aug 2009

Managing Director/Owner of a **full-service digital design and development agency**. Increased revenue 350% and grew headcount from 2 to 12 people. Responsible for corporate strategy, account management, business development, forecasting and budgeting, employee development and retention, project management, technical delivery, user experience, information architecture and vendor management. **Ruby on Rails, PHP, jQuery, JavaScript, HTML, WordPress, ActionScript, Flash, Agile/Scrum, BaseCamp, Lighthouse, Rally, OmniFocus, OmniGraffle, GTD, Harvest, QuickBooks, MS Office, Google Analytics, Omniture, TextMate, MySQL.**

## **Founder / CTO**

**Boom Bucket Mobile**

Sep 2005 - Aug 2010

Founder and CTO of a **mobile content** start-up. Built **digital asset management** platform for ingesting, cataloging, showcasing, distributing, and reporting on thousands of mobile wallpapers and ringtones. Also responsible for **business development and marketing** including the company's 2006 launch at *Mobile World Congress* in Barcelona Spain. **HTML, ActionScript, JavaScript, PHP, and MySQL.**

## Senior Producer

**Corbis, Inc.**

Feb 2000 - May 2006

Managed technical delivery of new Corbis Motion e-licensing platform and multiple online marketing campaigns. Designed, built, and deployed a Perl-based **content management and localisation product** enabling localised delivery of an E-Commerce platform with \$13M annual turn-over to five markets in under two weeks. **Flash, ActionScript, ASP.NET, SQLServer, Perl, HTML, and JavaScript.**

**Additional experience available upon request**

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## Education

**University of Colorado at Boulder, USA**

Bachelor of Arts in Environmental Design (Architecture) — 3.75 GPA

Additional coursework in computer science

**Rhode Island School of Design, USA**

European Honors Program (EHP) Art History/Architecture studio — 4.0 GPA

**Additional courses, certifications, and conferences available upon request**

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## **Miscellany**

Dual-national (US & UK). Musician, composer, abstract artist, and conversational French-speaker. Self-appointed world diplomat. Able to leap tall buildings in a single bound.

Learn more at <http://kapp.us>