**Sheetal Thaker | Agile Transformation Consultant**

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Professional profile

Agile Transformation expert with 15+ years of experience helping organisations achieve successful results by embracing agile and digital change in a way that works. With a strong business and technical background, I deliver transformations at scale for organisations such as the Bank of England, News UK, Sainsbury’s, BP, BskyB, The Ministry of Justice and GSK

Lasting change almost always starts at the top. It is facilitated by great leadership and implemented by strong coaches who empower teams and enable them to face the elephant in the room, then buying into the change that’s really needed.

I introduce new thinking, tools and practices that create better cultures leading to lasting change by guiding people towards understanding what Agile as a methodology really means for them and their vision. Thus, inspiring and motivating them to guide themselves into the future of work.

To date, I have hosted business agility training, built agile communities, advised senior leaders on Agile transformations and implemented the right agile tools and practices across multiple areas within organisations, all leading to increased productivity and maximised budgets.

My vision is to lead business change in a way that’s fun, noticeable, productive, sustainable, innovative and rewarding.

Core Skills

Digital Transformation

Leadership Transformation

Agile Consulting (Shu Ha Ri)

Discovery Workshops

Customer Focused Strategy

Product Focused Delivery

Stakeholder Management

Portfolio Management

Leading SAFe,

Kanban and SCRUM

Spotify Model

Waterfall to Agile Change

End-to-End Processes

End-to-End Applications

Internet of Things (IoT)

CI/CD

Budgeting & Forecasting

Project Planning

PI Planning

Team Building & Training

New Business Development

Strong GDS background

Innovation Visionary

Agile Coaching

DevOps

Risk Management

Management Consulting

Career summary

**May 2021 – Dec 2021 – JCURV, London as Senior Agile Transformation Consultant**

Clients: News UK, Sainsbury’s and Brewin Dolphin

Working with multiple end clients designing and exploring better ways of working to support business change across different industries using Agile. My role involves examination of the current organisation practices and designing business strategies that empower people to work using agile in a way that delivers timely results and adds value for the company. For most organisations, we have been improving SCRUM and SAFe techniques and for others I have been a contributor towards large scale transformations and the breaking down of silos.

* Host and Discover ‘Heart of Agile’ health checks to understand current business processes and practices
* Design and lead business change strategies for implementing SAFe, Kanban and SCRUM
* Planning and executing workshops to support the growth and development of leaders and their respective teams
* Facilitation of key stakeholder discussions to visualise objectives, surface risks, resources and cost structures
* PI Planning at all levels including executives to successfully host big room planning workshops at scale.
* Implementing metrics to prove and disprove business change
* Successful agile framework implementation and coaching for 7 out of 10 non-agile teams
* Proved that it is necessary to engage the customer to better understand and visualise products
* Designed a working bootstrap strategy to support and instruct business agility
* Setting an example of what good looks like when delivering projects using agile.

**Dec 2020 – May 2021 - Bank of England, London as Agile Transformation Consultant**

To transform up to 12 teams to deliver agile consulting on two major projects helping to transform project delivery from waterfall to Agile. Introducing SAFe as an enterprise solution and coordinating the transformation initiative so that leaders could effectively lead their transformation delivery roadmap.

* Coaching SCRUM Masters to support their teams with the right tools
* Design and Build training materials introducing agile concepts
* Introducing agile tools and practices on the fly through live consultations across teams
* Running Agile Clinics for the leadership and their teams for problem solving
* Host and discover agile health checks to better understand the impacts of current business processes and practices
* Design and lead business change strategies for implementing SAFe, Kanban and SCRUM across departments and teams
* Setting up delivery teams against standard practices for delivery, governance and scoping
* Stakeholder discussions to visualise objectives, surface risks, resources and cost structures
* PI Planning at all levels including executives to successfully host planning workshops at scale.

**Mar 2019 – Dec 2020 - Agile World Associates, London as Transformation Consultant / Coach**

* Organisation of large-scale enterprise planning session every 12 weeks to meet objectives
* Successfully hosted a ‘Leadership Track’ at the Agile Tour Conference for over 1500 experts
* Delivered multiple project pitches and presented business change proposals for clients
* Hosted successful agile health checks, uncovering key organisational pain points and executed a strategy to transform from waterfall to agile.
* Invited by elite London Universities to deliver agile workshops and talks for MBA students
* Organising the ‘Leadership track’ at the Agile Tour London conference and invited expert agile speakers to knowledge share on the need for Agile Leaders
* Presented a talk on agile leadership and remote working strategies to enhance and educate an agile community during lockdown
* Organised communities of practice to knowledge share business change strategies

**Mar 2018 – Mar 2019 Emergn, London as Senior Transformation Consultant**

To transform up to 10 teams by the end of 2019 and delivering agile consulting for two major household clients GSK & BP to transform project delivery from waterfall to SCRUM, Kanban or SAFe.

* Host discovery workshops to understand current state and organisational health checks
* Delivering strong business change proposals back to C level
* Designing and executing business improvement strategies that invoked continuous improvement
* Designing a process to measure agile maturity levels across the organisation
* Utilised design thinking methods and techniques to realise value
* Coaching new agile coaches so they can coach their teams
* VFQ Training at executive level introducing new ways to lead organisations
* Introducing Agile tools, principles and practices to teams and departments
* Reinventing business processes to work in an agile way
* Introducing teams to innovative practices that opened them up to new ways of working
* Empowered individuals and teams to decentralise decision making
* Introducing experimentation to resolve problems, eliminate waste and discover solutions
* Motivating and empowering teams towards working in an agile way and handling resistance to change

**Sept 2018 – Mar 2018 Clarksons Plateu, London as Agile Coach for Cloud transformations**

Leading delivery teams towards a lean and DevOps environment using practices resulting in speed to market. I have successfully transformed four delivery teams to SCRUM and guided leaders toward managing change, helping them achieve success through leading the CI/CD cloud automation adoption, architecting the work, delivering on high customer value, guiding teams towards becoming self-serving, pragmatic and collaborative thinkers.

Built a high-performing team who aligned to the vision and delivered on time every time.

**Dec 2016 – Sept 2018 Agile World Associates, London as Agile Consultant for a new start up**

Working with a start-up company to re-invent a process that has been broken for several years. Coaching the company to learn how to understand, test and implement agile in a way that works and improves over time. Preparing discovery sessions, workshops, steering groups and feedback loops with key stakeholders to help validate and reinvent an existing business process exploring TEAL practices to inspire a different way of working.

Introduced Agile tools and practices to non-agile experts leading to streamlined processes and an innovative solution for recruitment.

**Jul 2016 – Dec 2016 Equal Experts, London as Agile Coach for the Home Office**

Working to identify and deliver the requirements for a new Business Intelligence solution as part of a major digital transformation project for Her Majesty’s Passport Office (HMPO). My role involved heavy stakeholder discovery workshops that lead to the decision to implement an in-house BI solution to help analyse big data for passport control. As an Agile Coach, I introduced non-agile staff to Agile ways of working and set up a BI team using SCRUM as a methodology.

Successfully hosted discovery sessions to outline how to identify and capture fraudulent passport applications early.

**Dec 2015 – Jul 2016 Agilesphere, London Agile Consultant for The Ministry of Justice**

Transforming a 300-year-old manual process for UK Magistrates courts. Shadowing the existing process across each department, hosting multiple discovery sessions to reveal a more innovative solution, introducing a new end to end delivery process online. Building a new agile team for scoping and delivering the project vision, engaging with various government stakeholders and driving the project delivery to fruition.

By creating an online digital solution, we reduced costs, saved overuse of paper and reduced manual data re-entry.

**Nov 2014 – Nov 2015 Aimia, London as Agile Consultant to reinvent Sainsburys Nectar Card**

To drive the delivery of the new CMS and website for nectar.com, re-launch on time and within budget. I was the primary port of call for the Web team. Responsible for gathering core requirements, product vision planning, budget planning, performing impact analysis of business requests, planning sprints, communicating and distributing tasks to the team and introducing agile ways of working. I also maintained and reported on project risks, issues and mitigating actions to higher management groups.

Successfully implemented SCRUM practices across mobile, web and data warehouse to align delivery outcomes.

 **April 2014 – Nov 2014 BSKYB, London as Agile Business Analyst for the launch of Sky Store**

To implement and launch Sky Store and manage the requirements portfolio across TV, Mobile and Web, aligning teams with core business requirements, planning dependencies and introducing SCRUM and Kanban practices.

I was able to successfully help bring Sky to the forefront of broadcasting the latest movies and set-top boxes online via web, tv and mobile.

Technical Work History

**Oct 2013 – Mar 2014 Salter Baxter, London United Kingdom as Senior Digital Analyst/Developer for Coca Cola**

Design and develop a prototype application for coca colas sustainability website.

**Feb 2013 – Oct 2013 Junichi Media, London United Kingdom as Ecommerce Developer for Start-ups**
Supporting start-ups to design and create their digital footprint and social media presence using agile best practices.

Jan 2012 – Jan 2013 Reed Exhibitions, London United Kingdom as Business and Integration Analyst for EMEA Exhibition portals

Setting up and supporting global online exhibitions portals during real live exhibitions ensuring that their websites were configured securely for exhibiting, showcasing and ticketing.

Sept 2011 – Nov 2011 Arcadia Group, London United Kingdom as Web Developer for Global Platform Delivery

Planning, coding with HTML, JavaScript and CSS for launching Arcadia groups multilingual websites for Topshop, Topman, Evans, Wallis, Miss Selfridge and Dorothy Perkins into Australia, France, Italy and Spain.

June 2010 – Aug 2011 Amadeus, Sophia Antipolis, South of France as Agile Coach/Developer for Aria Templates

Introducing Agile best practices & writing back-end code for airline booking engines.

Feb 2010 – June 2010 Fujitsu, London United Kingdom as Digital Marketing Developer for American Express

Design the email process flow to deliver an email marketing campaign for American Express.

June 2009 – Feb 2010 Rated People, London United Kingdom as Lead Website Developer for ratedpeople.com

Implementing and configuring Magnolia cms, training the team to launch ratedpeople.com

Aug 2007 – June 2009 Markit IHS, London United Kingdom as Technical Lead CMS Developer for markit.com

Leading the development of all online platforms for Markit and responsible for designing the Credit Auction for Lehman Brothers during the 2008 crash.

Feb 2007 – Aug 2007 April Six, London United Kingdom as Lead Web Developer

Design and development in HTML, CSS and JavaScript email campaigns using eloqua and Siebel.

Oct 2004 – July 2006 Alliance & Leicester, Leicester United Kingdom as Frontend Web Developer

I worked on Alliance & Leicester’s first online banking development and delivering daily online marketing campaigns using eloqua, SQL Server, classic ASP, HTML, CSS and JavaScript.

Oct 2002 – Sept 2004 British Midland International as Backend Web Developer for flybmi.com

Design and development of ‘Ask BMI’ using SQL Server, ASP.NET, CSS and JavaScript for an AI solution for travel queries, developing online business solutions.

Education and qualifications

**HIGHEST EDUCATION -** MSc. Multimedia & Internet Computing, Loughborough University

**COURSES COMPLETED –** CertifiedScrum Master (score 100%), Agile Foundations, Agile Practitioner, Leading SAFe© and VFQ Foundations (Course Practitioner).

Delivery Skills

* **Leadership Coaching** – introducing coaching practices to leadership teams supporting their vision
* **Coaching the Coaches** – introducing coaching practices to new coaches
* **Agile Coaching and Consulting** – transform to agile practices in a way that works
* **Process Analysis** – Identifying problem areas in a project, product management, pain point discovery, unblocking issues, identifying resource needs, budgeting, managing teams, planning a project, managing blockers, dealing with conflicts, Statement of Work
* **Customer Centric Design –** designing solutions with customer front and centre of all delivery ideas, tools and practices
* **Agile methodology & Training** – Discovery Workshops, Agile Training, MVP, SCRUM, KANBAN, SAFe©, Sprint Planning, Backlog refinement, MoSCoW, COD, Sketching sessions, Analysis Workshops, SCRUM Poker, Retrospective planning, road mapping, product delivery, release planning, SWOT, INVEST, Liberating Structures, Metrics that Matter, DABL, CI, CD, DevOps, XP.
* **Technical agile delivery** – Sprint planning, User Stories, Epics, MoSCoW, BRD, UAT, BAT, BDD, TDD, UCD, QA, Bug Tracking, 3rdParty Vendors, Documentations, technical specs, SLA
* **Presentations/Workshops** – public speaking, discovery, measures workshops, improvement and maturity reviews, delivering project outcomes, hosting stand-ups, project demos, project pitches, presenting business cases and various workshops for people at all levels

Good to know

**PRESENTED AGILE TALKS**

2021 – Volunteer and Organiser for the Agile20Reflect Festival UK

2020

* Leading in an Agile World
* 10 principles of a new age leader
* Hosted and organised the Leadership track at Agile Tour London Conference, rapidly pivoted to online due to COVID-19
* Introducing the Propel Business Canvas supporting businesses during COVID-19

2019

* The Power of SCRUM
* Host and organise the Leadership track at AgiNext.io and Agile Tour London Conference
* Understanding the Lean Business Canvas

**AFFILIATIONS**

* Professional Speakers Association (PSA Member)
* Institute of Directors
* Agile Xpertise (Meetup Founder)
* Leaders in an Agile World (Meetup Founder)
* Agile Breakfast Bridge (member)
* AgiNext Conference (Supporter and Speaker)
* Agile Tour London (Sponsor and Leadership track organiser)

**LANGUAGES -** English (Fluent/Native)**,** Gujarati (Native) **and** French (intermediate)

**INTERESTS** – Personal development, entrepreneurship, knowledge sharing, reading, travelling, classical music, investing, coaching, building agile communities, public speaking, cooking, theatre and new adventures.