

Sheetal Thaker

[Enterprise Transformation Consultant] – [Change Manager] – [Digital Transformation] – [Business Agility Consultant]

[sheetal_thaker@hotmail.com] – [www.linkedin.com/in/sheetal-thaker] - [+44 (0) 7971 825 007]

Professional profile

With a previous work history in complex technical online development and design. I am proud to share that my experience includes being one of the first to design, develop and launch online banking solutions, build credit auctions for banks, revamp Nectar Card, develop backend booking systems to support multiple large airlines, and, flight control solutions helping pilots achieve permission to land at unplanned airports when low on fuel.

Then agile started to emerge, which then changed everything for me as I began to enter the business world, supporting companies with enhancing their ways of working and delivery approaches. From 2007 I began embarking on major transformation initiatives with companies like Markit IHS (now S&P Global), GSK and BP, soon followed by Bank of England, Sainsbury's, News UK, Citibank, and more recently Chase bank.

Today, I work with companies as a digital and enterprise transformation expert. Here, I am helping companies quickly realise their potential and identify internal and external business challenges. I translate all findings into viable solutions, with strategic delivery roadmaps, portfolio programs, and the identification of key people who can bring positive changes to life. Thereafter, I work closely with groups towards implementing the changes they desire.

More recently, I have designed and written several guides to support companies of all shapes and sizes, helping to create plans for business growth within a 12-week engagement. This includes a 90-minute workshop listening to those who are working across product, tech, operations and management. Extracting new ideas and helping to implement the changes they seek without major disruptions to BAU.

Core Skills

Digital Transformation	End-to-End Process Change	DevOps and Automation
Business Transformation	End-to-End Digital Change	Risk Management
Agile Consulting (Shu Ha Ri)	Curious about AI and GenAI	Management Consulting
Discovery Workshops	Lean Business Development	Business Strategy
Customer Focused Delivery	Budgeting & Forecasting	30/60/90 Day Planning
Product Focused Strategy	Programme Planning	Entrepreneurship
Stakeholder Management	PI & Big Room Planning	Data Management
Portfolio Management	Team Building & Training	Lead Generation
Leading SAFe,	New Business Development	Marketing
Kanban and SCRUM	Strong GDS background	Product Road Mapping
Senior Agile Coaching	Innovation Discovery	Leadership Coaching

Tools

Zoom, Office 365, JIRA, Asana, Trello, Miro, Mural, SharePoint, Salesforce Cloud, ChatGPT, Mid-Journey, Figma, Canva, Calendly, Slack, Teams, GSuite, Brevo CRM, Xero, SAP, SEMRush, various AI tools, Sales Navigator, Google Analytics, Azure, Service Now, ProofHub, BusinessMap and more...

Contractor Work Experience (open to the right permanent position)

FormAgility – Transformation Director, London - [Aug 2023 to present]

Here, I work as a strategic consultant for helping to plan and pitch for large scale transformation initiatives. I work closely with senior executives and their teams to propose strategic roadmaps, develop clear technical frameworks and introduce innovative solutions in areas such as product and service delivery, finding ways to mitigate risk, reduce costs and increase customer loyalty.

- Implement 30/60/90-day planning with business, operations and technology
- Design and develop programs, identify objectives, costs and strategies to deliver.
- Engage with stakeholders early in the journey to ensure feasibility and reduce risks
- Facilitate joint market research to identify target markets and customer personas
- Develop product, technical and, delivery roadmaps for execs and their teams
- Forming strategic partnerships with other stakeholders
- Coach teams and their managers to implement new processes and ways of working
- Public speaking at various conferences about leadership and business agility
- Coaching other coaches so they can better support their teams
- Leadership workshop design and facilitation to face and resolve challenges
- Client contract management, business assessments and tailored transformation proposals
- Produce and implement new approaches and models for transformation and business change

Chase (JP Morgan Chase), London - Senior Agility Lead - [Jan 2023 to Aug 2023]

As a strategic consultant at Chase, I played a pivotal role in introducing business agility through a pilot transformation initiative. Collaborating closely with the Head of Agile my role here was to devise an approach for coaches to use. Shaping and enhancing business agility by introducing cutting-edge lean methodologies and practices to benefit senior leadership, tribe leads, and their squads.

- Introduction of 90-day business planning, and guiding an approach for transparency
- Conceptualising, planning, and visualising a new innovative insurance solution
- Orchestrated and led an approach to integrate solutions into the existing mobile app
- Outlined the new team structure and led discovery workshops with all stakeholders
- Mentored the Product Manager to map out an MVP, agree on the technical landscape and coordinate roles and responsibilities for a newly formed SCRUM team
- Worked with Tribe Leads to uncover root causes of productivity challenges
- Introduced new tools and practices that significantly accelerated delivery timelines
- Invoked agile practices across one of the bank's largest Tribes, working closely with leads to foster a culture of innovation, alignment, and customer-centric delivery
- Developed and executed strategies that enhanced vision sharing, streamlined workflows, improved communication, and promoted a more open and efficient work.
- Guided leadership and teams through the complexities of the current landscape, helping them adopt new approaches that ensured better alignment with complex business objectives
- Worked closely with the Business Agility team to introduce and solve complex problems in their own areas
- Built out and ran offsite agendas packed full of learning opportunities for growth
- Mentored other coaches and introduced concepts that go beyond agile for success
- Introduced metrics that tell a decent story
- Refined the weekly Hands-on sessions so that individuals could tell a better, faster more efficient story, reducing time lost in long calls where people got bored fast

Citi Bank, London - Senior Vice President - Agility Lead – [April 2022 to Dec 2022]

Forming the Engineering Excellence Team for EMEA, I joined the global coaching team to lead the digital transformation initiative for ICG, covering multiple areas such as banking security, crypto, credit controls and other financial application developments.

- Introduced agile tools and strategies to support the formation of new teams and the improvement of existing ones
- Coached New SCRUM Masters to improve their expertise and excel in leading their teams
- Orchestrated sessions for leadership teams to visualise and understand what change will look like for their areas
- Designed a tailored transformation program showing how to shift from a project delivery mindset to being more customer and product/service focused
- Resolved discrepancies between two conflicting business areas, leading them to agree new and more open ways of working
- Guided the production of a new playbook with the product delivery team to introduce new concepts such as customer value, flow, experimentation, prioritisation, visualisation, alignment, agile frameworks, metrics and more.
- Joined as Co-Chair for FINOS (Fintech Open-Source Foundation) to represent Citi
- Worked diligently with the LACE team to formulate strategic plans for organisational level transformation across various products and services internal to the bank
- Produced, hosted and coordinated a brand-new podcast show internal to Citi employees to develop their understanding about lean and agile ways of working

JCURV, London - Senior Transformation Lead – [May 2021 – Dec 2021]

Client placement: News UK (News Media), Sainsbury's (Retail) and Brewin Dolphin (Finance)

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.

- Introduced, coordinated and facilitated PI Planning event at News UK
- Hosted 'Heart of Agile' health checks to understand current business landscapes
- Designed and led business change strategies for implementing SAFe, Kanban and SCRUM
- Planning and executing workshops to support the growth and development of leaders
- Facilitation of key stakeholder discussions to visualise objectives, risks and costs
- Introduced Product management approaches and strategies for Product Owners
- Implementing metrics to prove and disprove business change requirements
- Successful agile framework implementation and coaching for 7 out of 10 teams
- Devised an approach where teams engaged customers to better understand them
- Designed a working bootstrap strategy to support and instruct business agility
- Setting an example of what good looks like when delivering projects using agile.
- Guiding leadership and teams towards self-starting change the right way
- Designed an approach to extract internal challenges and introduced quick win solutions to overcome them (e.g. engineers were leaving, and the reason was not better pay).
- Supported and trained Product Owners to better support their tech teams so they could better communicate customer needs and write clear and concise user stories
- Helped teams realise their product MVP and refine their work to reduce waste

Bank of England, London as Agile Transformation Consultant – [Dec 2020 – May 2021]

To transform up to 10 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 practices
- Design and lead business change strategies for implementing SAFe, Kanban and SCRUM
- Setting up delivery teams against standard practices for delivery, governance and scoping
- Stakeholder discussions to visualise objectives, surface risks, resources and cost structures

Agile World Associates, London as Agile Transformation Director – [Mar 2019 – Dec 2020]

Here, I supported a small startup company to apply for RFPs in the Digital Market Place and G-Cloud, created awareness of the firm and helped to bring the company to market.

- 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
- 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

EMERGN, London as Senior Agile Transformation Consultant – [Mar 2018 – Mar 2019]

Client placement at GSK and BP

To transform up to 10 teams by the end of 2019 and delivering agile consulting for two major household clients 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 for 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

CLARKSONS PLATEAU, London - Business Consultant for Cloud transformations – [Sept 2017 – Mar 2018]

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.

AGILE WORLD ASSOCIATES, London as Mentor for a new start up – [Dec 2016 – Sept 2017]

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 new practices to inspire a different way of working.

EQUAL EXPERTS, London as Change Consultant for the Home Office – [Jul 2016 – Dec 2016]

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. Here, I introduced Agile ways of working and set up a BI team introducing SCRUM as a methodology. I also successfully hosted discovery sessions to outline how to identify and capture fraudulent passport applications early.

AGILESPHERE, London Change Consultant for The Ministry of Justice – [Dec 2015 – Jul 2016]

Transforming a 300-year-old manual process for UK Magistrates courts. Shadowing the existing process across each department, leading multiple discovery sessions to reveal a more innovative solution and producing 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.

AIMIA, London as Transformation Consultant to reinvent Sainsburys Nectar Card – [Nov 2014 – Nov 2015]

To drive the delivery of the new CMS and website for nectar.com, re-launch on time and within budget. 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.

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

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 proud to have contributed to bring Sky to the forefront of broadcasting the latest movies and set-top boxes online via web, tv and mobile.

[Read on to learn about my experience working in technical delivery teams and other initiatives such as speaking at conferences, podcasts and network affiliations.](#)

Technical Work Experience

Salter Baxter, London United Kingdom as Senior Digital Analyst/Developer – [Oct 2013 – Mar 2014]

Designed and developed a prototype application for Coca Colas sustainability website.

Junichi Media, London United Kingdom as Ecommerce Developer – [Feb 2013 – Oct 2013]

Supporting start-ups to design and create their digital footprint and social media presence.

Reed Exhibitions, London United Kingdom as Business and Integration Analyst – [Jan 2012 – Jan 2013]

Launched global online exhibitions portals for real live exhibitions, configured securely for exhibiting, showcasing and ticketing.

Arcadia Group, London United Kingdom as Web Developer – [Sept 2011 – Nov 2011]

Launched Arcadia groups multilingual websites for Topshop, Topman, Evans, Wallis, Miss Selfridge and Dorothy Perkins into Australia, France, Italy and Spain.

Amadeus, Sophia Antipolis, South of France as Agile Coach/Developer – [June 2010 – Aug 2011]

Introduced backend airline booking engines for multiple airline companies such as BA and Sky Scanner.

Fujitsu, London United Kingdom as Digital Marketing Developer – [Feb 2010 – June 2010]

Designed and developed the email campaign process flow to introduce a new credit card for American Express.

Rated People, London United Kingdom as Lead Website Developer – [June 2009 – Feb 2010]

Implemented and configured Magnolia CMS and trained the team to launch ratedpeople.com

Markit IHS, London United Kingdom as Technical Lead CMS Developer - [Aug 2007 – June 2009]

Led the development of all online platforms for Markit, including designing the Credit Auction for Lehman Brothers and Fannie Mae & Freddie Mac during the 2008 crash.

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

Designed and developed in multiple email campaigns for software houses such as Microsoft, 3M and Seagate using Eloqua and Siebel.

Alliance & Leicester, Leicester United Kingdom as Web Developer – [Oct 2004 – Feb 2007]

Launched Alliance & Leicester's first online banking solution.

British Midland International as Backend Web Developer – [Oct 2002 – Sept 2004]

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

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

COURSES COMPLETED - Certified Scrum Master (score 100%), Agile Foundations, Agile Practitioner, Leading SAFe© and VFQ Foundations (Course Practitioner) and various others to support business development.

Recently Awarded 'Agile Catalyst' status by The Agile Business Consortium

Public Speaking

2024 – Talks and Podcasts

- Transformation of Leadership, from Commanding to being more Human - The Business Show, Excel London
- Leading with Agility, Cultivating Culture and Elevating Performance for Business Success - Lean Agile London 2024
- Shifting from Old Leadership Styles to New - Podcast Guest on The Delivery Space
- Transforming Leadership: Commanding >Human – Podcast Guest on Virtually Agile
- The Hallmarks of great agile leadership - Podcast Guest on Virtually Agile
- A conversation about leadership – Podcast Guest on Transformation Leadership Hub
- A conversation with Sheetal Thaker and Alistair Corrie – The Inner Game Conference (US)

2023 - Podcast Guest Speaker

- Transformation Leadership Hub, Delivery Space and Virtually Agile

2022 – Internal Talks and Agile Podcast launch at Citi

2021 – Volunteer, speaker and Organiser at the Agile20Reflect Festival UK

2020 – Conferences talk titles

- Leading in an Agile World
- 10 principles of a new age leader
- SCRUM Guide – what changed?
- Orchestrated and hosted the Leadership track at Agile Tour London Conference
- Introducing the Propel Business Canvas supporting businesses after COVID-19

2019 – Talks and Leading Conference Tracks

- The Power of SCRUM
- Understanding the Lean Business Canvas

Languages

English (Fluent), Gujarati (Native) **and** French (intermediate and practicing at any opportunity)

Personal Interests

Personal career development, knowledge sharing, reading, driving, classical music, investing, coaching and mentoring, building business communities, public speaking, cooking, theatre, affiliate marketing, cats and travelling for new adventures.

Watch my talks and learn more about me. Visit: www.sheetalthaker.com