

# Peter Kappus

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## Profile

A versatile, innovative, agile/OKR transformation coach and programme, portfolio delivery lead with a natural servant leader approach, I bring strong technical and data skills, a passion for creative problem-solving, and 20+ years of experience spanning finance, media, government, and more.

From individual contributors to C-Level executives, I love helping individuals, teams, and entire organisations to challenge the status quo, creating a culture of continuous improvement. Through adoption of lean/agile methods, cutting-edge technical practices, and powerful change management frameworks like OKRs and Liberating Structures, I enable lasting positive change while rapidly delivering to the broader organisational context and strategy.

I do this in a way that is sustainable, effective, and even fun.

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## Delivery Skills

Objectives & Key Results (OKRs)

Lean portfolio management

Stakeholder management

Agile coaching & delivery

Continuous improvement

Digital & agile transformation



Target Operating Model (TOM)

kanban / scrum

Agile finance & budgeting

Risk management

Communities of practice

Modelling and forecasting

Change management

Reporting & governance

Team leadership & motivation

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## Technical Skills

Basic Linux DevOps

HTML/CSS/JavaScript

Basic Ruby on Rails

Docker / Vagrant

Cloud Migration (AWS)

Data-wrangling

Continuous integration (Jenkins)

Git & Github

CI/CD Automation

Test automation BDD / Cucumber

Basic Java, Maven, Tomcat

Rapid prototyping

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## Experience

### PNK Industries Limited

#### Owner / Agile, OKR, Organisational coach

Nov 2010 - Present

PNK Industries Limited is my boutique consulting firm providing organisational development, agile and OKR training and coaching for a broad spectrum of clients including the UK Government, Société Générale, Novartis, Genomics England, Wikimedia Foundation, BNP Paribas, Homes England, The BBC, Médecins Sans Frontières (MSF), The Automobile Association, Exscientia, multiple asset management companies and numerous start-ups. Work includes the following:

- On-site OKR training workshops
- Hourly remote coaching

- Leadership coaching
- Creating an internal OKR community of practice
- OKR evaluations/auditing
- Custom tooling & configuration
- Agile programme/portfolio/service delivery
- Agile team coaching

## **Exscientia PLC**

### **Senior Organisational Development Coach**

October 2021 - December 2022

Adding organisational agility, technical excellence, product focus, and goal transparency enabling the world's best scientists and engineers to design world-enhancing drugs faster than ever before.

- Training and coaching 250+ people in defining, aligning, checking in, and closing OKRs
- Growing a community of Agile & OKR coaching within the organisation
- Embedding user-centric product development and service management practices
- Mentoring delivery and product ownership staff
- Advising on organisational development, target operating model (team topologies),
- Facilitating internal working agreements
- Facilitating strategic organisational development sessions for senior and executive leadership

## **Genomics England Limited**

### **Senior Organisational Coach**

October 2019 - March 2022

helping to build more robust pipelines for genomic medicine and genomic research for NHS England and the world at large.

- Training and coaching 250+ people in defining, aligning, checking in, and closing OKRs
- Teams have reduced deployment cadence on the healthcare pipeline from **12+ weeks to < 4 weeks**
- Recruiting for and leading the agile delivery community
- Coaching product owners and scrum masters across 2 major services and 7+ teams to bring more agile ways of working to their teams
- Defining and codifying internal best practices to kick off the GEL way
- Facilitating agile learning sessions with stakeholders in NHSE
- Designing and implementing more agile service management techniques

## **Société Générale Corporate & Investment Banking (SGCIB)**

### **Senior Agile & OKR Coach**

May 2019 - July 2020

Lead Agile and principle OKR coach across two tribes as part of an ambitious Agile at Scale transformation programme with one of the world's biggest and oldest investment banks.

- Defined transformation MVP (including Target Operating Model) for two tribes (150+ people) spanning 5 regions
- Teams deployed both SAFe and Spotify model for scaling agile
- Coached multiple teams including product owners, delivery managers, and leadership in agile practices including backlog refinement, story mapping, Definition of Done, Definition of Ready, Jira, retrospectives, estimation & velocity, Scrum/Kanban/Scrumban, OKRs, and continuous improvement
- Coached internal coaches and led the UK agile community
- Coached both technical and non-technical/onboarding/service teams

- Scope included mission-critical platforms for listed derivatives, cash equities and algorithmic trading at a global scale with better than 24x6 99.999% availability

## British Broadcasting Corporation - Proteus Team

### Agile & OKR Coach / Delivery Manager

Nov 2017 - Feb 2019

Agile coaching and delivery management for the 15+ year old legacy Proteus platform which handled commissioning and scheduling of **every second of audio played on BBC Radio** and managing meta-data for **hundreds of millions** of briefs, proposals, commissions, programmes, episodes and transmissions covering **90+ years**.

- Reduced mean time between releases from **4 months to 8 days**
- Reduced deployment time from **4 hours to 5 minutes**
- Reduced regression testing time from **2 weeks to 1 day**
- Migrated 8,000+ source files from **SVN to Github**
- Improved code quality and understanding via **pairing and Pull Requests**
- Introduced **test automation** and **continuous integration** via Jenkins
- Re-platformed from 15+ year old bare-metal stack to Cloud infrastructure

**Technologies:** Confluence, Scrum, Kanban, BDD (Serenity, Capybara, Cucumber), Jira, Java (Spring, Struts, Hibernate), Jenkins, Docker, AWS, HAProxy

## British Broadcasting Corporation - Design + Engineering

### Agile / OKR Coach / Portfolio consultant

Jun 2017 - Dec 2018

Coached **400+ people in 20+ teams** including senior leadership across TV & Radio (e.g. **iPlayer**) in adopting Objectives and Key Results.

- Improved visibility across **multi-million pound change portfolio**
- Led workshops and training sessions at all levels
- Designed and implemented **bespoke tracking & reporting** tools
- Mentored finance teams to join up **investment and delivery**
- Refreshed **portfolio governance** to incorporate OKRs

**Technologies:** Confluence, OKRs, Google Docs/Sheets, Jira, Ruby on Rails, Cucumber, Docker, Vagrant, AWS, Cloud Formation, Postgres

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

### Benefits Realisation Delivery Lead

Nov 2016 - Apr 2017

Within the Common Technology Services programme which is rolling out common technology solutions such as shared wifi, shared print, and mobile computing with stronger commercial arrangements across government.

- Developed a robust, flexible and simple process to roadmap and realise **£1.5bn+** in cashable benefits over 10 years
- Coached delivery teams in agile (**kanban**) methods to deliver benefits via rapid, continuous iteration
- Built bespoke contract analysis, management, and forecasting tool (Ruby)
- Dramatically streamlined internal planning/reporting process while improving transparency

**Technologies:** Google Sheets w/ scripting, Ruby on Rails, Google Forms, Lean/Agile cost/benefit modelling.

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

### Portfolio Delivery Manager / OKR Coach

Jun 2015 - Nov 2016

Close engagement with finance, people, and delivery teams combined with strong technical ability added significant operational agility and data-driven, real-time decision-making around a **£500m change portfolio**.

- Governance of **£150m** annual budget
- Built bespoke BI platform replacing complex, inflexible vendor ERP solution
- **Saved £100k+** while improving accuracy, engagement, and user satisfaction
- Moved from quarterly to monthly delivery/finance reporting cycles
- Streamlined business planning making it light-weight, continuous, and real-time
- Introduced **Objectives and Key Results (OKRs)** for alignment and transparency
- Created bespoke **OKR** tracking tool using **Ruby on Rails**

**Technologies:** Google sheets w/ heavy scripting, Google Forms, Ruby on Rails, Hyperion, Anaplan, JavaScript, and more.

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

### Programme Delivery Manager

Nov 2014 - Jun 2015

Delivered the [Digital Marketplace](#), a revolutionary programme (comprising a submission/search/commissioning platform, legal & commercial frameworks, and customer support) transforming how the government buys digital.

- [G-Cloud sales](#) £2.4bn+ as of Aug 2017
- Managed multiple, complex stakeholder relationships
- Coached teams in **agile methodologies**, scrum/**kanban**, business planning and reporting: resource management, road-mapping, benefits realisation, risk mitigation
- Direct management of **~£3m annual budget** for a 30+ person team (product design, user research, engineering, QA, procurement, engagement, support,

legal, and analytics)

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

**Technologies:** 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](#).

## Pearson PLC

### Delivery Manager | Agile Transformation Coach

Jul 2013 - Nov 2014

Successfully delivered two critical, at-risk programmes by transitioning from a dysfunctional waterfall to a high-functioning, lean/agile practice using scrum, lean, kanban, retrospectives, rapid prototyping, user testing, etc.

- Coached teams and stakeholders in scrum & **kanban** methods
- Transitioned from legacy **ITIL** to modern **DevOps** culture
- Introduced **BDD** via Capybara, Cucumber, phantomJS, Jenkins
- Delivered complete redesign, rebuild, and platform migration of the [Pearson Qualifications](#) website (a **£300M+** annual business with 60K+ pages and documents) from SharePoint to Adobe Experience Manager (CQ)
- Delivered a real-time analytics platform using **Big Data** and **Machine Learning** to predict subscription renewal rates and remove risk

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

## American Express (via ustwo)

### Delivery Manager | Agile Coach

Nov 2012 - May 2013

managed front-end/UX delivery and coached technical and leadership teams at a Fortune 100 credit-card company to deliver a customer loyalty programme involving 14 partner organisations targeting **50m households** at launch.

- Led agile ceremonies and coached in scrum/**kanban** methods across multiple teams (50+ people)
- Multi-million dollar global programme with teams in 3 regions and 4 countries
- Facilitated agile ceremonies including sprint planning, stand-ups, show & tells, and retrospectives
- Ensured timely, high-quality delivery across responsive web, iOS, and Android

**Technologies:** Jira, Java EE, SDLC, SOA, Scrum, Agile, User Experience (UX), iOS, Android, Responsive Web

## Gray Metrics

### Product Owner | Data Scientist

Apr 2012 - Nov 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**

## JAM @ Engine People Limited

### Scrum Master | Agile Coach

Aug 2011 - Mar 2012

Managed delivery of a real-time social media management and analytics platform to web and mobile channels. Servant leader to engineers, designers, and business owners in 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.**

# Credit Suisse (via ustwo)

## Senior Delivery Manager

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**.

# Cellnovo (via ustwo)

## Delivery Manager

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**.

# Design Commission, Inc.

## Owner, Managing Director (Technology)

Sep 2006 - Aug 2009

Led **350% revenue growth** and grew full-time staff from 2 to 12 people for small digital agency. Responsible for corporate strategy, account management, biz-dev, forecasting/budgeting, employee development, project management, technical delivery, UX and vendor management. Technologies: Ruby on Rails, LAMP (Linux,

APACHE, MYSQL, PHP, JQUERY, JAVASCRIPT, HTML, WORDPRESS, ACTIONSCRIPT, FLASH, Agile/Scrum, BaseCamp, Rally, OmniFocus, OmniGraffle, GTD, Harvest, QuickBooks, Google Analytics, Omniture, TextMate.

## Boom Bucket Mobile

### Founder / Fullstack CTO

Sep 2005 - Aug 2009

**Mobile content** start-up. Built **digital asset management** platform for ingesting, cataloging, marketing, distributing, and reporting royalties on thousands of wallpapers and ringtones. Responsible for **business development and marketing** launching at *2006 Mobile World Congress* in Barcelona. **HTML, ActionScript, JavaScript, PHP, and MySQL.**

## Various Clients (Microsoft, Cisco, others)

### Freelance Fullstack Engineer

Aug 2001 - Sep 2006

Delivered online marketing for Cisco, Microsoft, and others using PHP, Flash, Action Script, HTML, JavaScript, and more.

## Corbis, Inc.

### Senior Fullstack Producer

Feb 2000 - May 2006

Delivered new Corbis Motion e-licensing platform and multiple online marketing campaigns. Designed, built, and deployed Perl-based **CMS and localisation engine** enabling localisation of an E-commerce platform with \$13M annual revenue to five markets in under two weeks. **Flash, ActionScript, ASP.NET, SQLServer, Perl, HTML, and JavaScript.**

*Additional experience available upon request*

# 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://www.peterkappus.com>