



Rachael Gibb

Senior Agile Coach, Innovation- Product- and Team Facilitator, Agile Product Owner, Remote Agile Coach, Trainer and Mentor

I'm passionate about the customer and Agile product development. My unorthodox entry into tech and product gives me a diverse edge with product and technical teams. I'm especially creative, analytical, inquisitive, and able to distill complex issues into simpler, clear steps for action. I take principles from Agile and Lean; practices from Scrum, XP, Agile and Lean UX and Kanban; and draw on wider research and disciplines to flexibly coach teams toward excellence.

My mission is to encourage learning, test assumptions, and build trust amongst humans who create products to improve their customers' lives. I welcome input from my colleagues around what our mission means to them, what challenges we need to work through, and what makes the most sense to get the best outcome for teams, their customers, and company.

I believe my job as a Product Owner is to create great conditions for product teams to deliver together, to help them see the bigger picture, and deliver the right thing at the right time by meeting with real customers, testing and getting feedback as often as possible.

My experience as an Agile Coach in various product organizations helps me as a Product Owner to also drive needed change within the organization to maximize the value from the team(s). I understand the common challenges Product Owners face and how to navigate them with calm effectiveness.

Address
Dandy People AB
Kungsgatan 8
SE-111 43 STOCKHOLM

Telephone
+46 (0)8-121 344 56

Web
dandypeople.com
E-post
info@dandypeople.com

Org.nr
556879-4118
VAT number
SE556879411801

Some of my Clients

- Mentimeter
- Tele2
- Xero
- Trade Me

Educations and Certifications

Formal Agile Training

CSPO Certification - 2019

Jeff Patton's Passionate Product Ownership workshop.
Product Owner certification via Scrum Alliance.

ICAgile Certified Professional - 2017

Lynne Cazaly's Visual Facilitation & Leader as Facilitator workshop

ICAgile Fundamentals Course - 2017

Broader Education

- Enrolled barrister/solicitor of the High Court of New Zealand
- PEACE Ethical Investigative Interviewing (NZ Police)
- Bachelor of Laws (LLB) Victoria University of Wellington
- B.Sc. Political Science (Honors) Arizona State University
- Spanish Minor, International Studies Certificate
- Successfully defended honours thesis via the Community Action Research Experience

Skills and Experience

Delivering Value

- Mapping assumptions and impacts
- User story mapping, slicing value to test and learn fast
- Prioritising technical debt as well as customer value

Address
Dandy People AB
Kungsgatan 8
SE-111 43 STOCKHOLM

Telephone
+46 (0)8-121 344 56

Web
dandypeople.com
E-post
info@dandypeople.com

Org.nr
556879-4118
VAT number
SE556879411801

- Pulling engineers closer to customers, discovery, and aligning their success with business strategy
- Coaching a team to reduce its average cycle time to 1/6th in three months by helping them define problems, call out complexity and scope, and minimise waste
- Doubling a team's release cadence after experimenting with visual data to validate different WIP limits

Building great teams

- Thriving with new team cultures
- Teaching and coaching
- Offering frameworks for experimentation and teamwork
- Role modelling compassionate curiosity; direct but kind communication
- Coaching Product Owners (POs) on story writing, leadership, visualisation and stakeholder collaboration
- Reviving agile and product chapters/craft forums
- Introducing trust-building exercises, team agreements, mediating disputes, clarifying objectives
- Facilitating team-work and shared vision across roles (dev, UX, content, customer service, product, and more)

Facilitating problem solving

- Uncovering reality with data, visualising the impact
- Highlighting systemic blockers, gatekeepers and bottlenecks: e.g. helping POs take ownership over connecting with customers
- Designing and facilitating team and project kick offs
- Creating original retrospectives, then growing the competence in others
- Dispute resolution, interest-based negotiation, courageous conversations
- Coaching leaders to bring their teams together to solve shared, department level problems

Fostering growth mindset & culture

- Advocating agile and lean mindset daily while embedded in multiple product teams

Address
Dandy People AB
Kungsgatan 8
SE-111 43 STOCKHOLM

Telephone
+46 (0)8-121 344 56

Web
dandypeople.com
E-post
info@dandypeople.com

Org.nr
556879-4118
VAT number
SE556879411801

- Forming relationships with managers, Directors, and VPs; providing feedback on culture and self organisation
- Coaching collaboration
- Creating blogs, company talks, agile graduate training, agile learning mini-sessions on deeper questions (e.g. dual track, WIP limits, batch size)
- Pursuing my own development so I am a thoughtful and available leader

Community presentations and write ups

- Presented Agile 101 for Master of Business Analysis students at Victoria University (Nov 2018)
- Create Camp mentoring 2018, and coaching mentors 2019. I facilitated story mapping, mini-Scrum ceremonies, and helped prioritise teamwork, intro to Agile.
- Connect to peers at Meetups for agile, product, coaching, and leadership
- Medium: "If you can clean, you can Lean"
<https://devblog.xero.com/if-you-can-clean-you-can-lean-f0f398d41b45>
- Medium: "Coaching with Consent"
<https://medium.com/@rachael.e.gibb/coaching-with-consent-collaborating-with-your-new-team-to-build-transparent-influence-84a8f007167c>

Some of my Clients

Agile Coach - Mentimeter, Apr-21 - Oct-21

I built Agile capabilities with Product Managers and teams to enable value driven deliveries and grow high performing teams. My impact spanned across different value streams in product, across design and engineering, identified alignment opportunities and boosted strategy. I coached teams through discovery and experimentation processes, and aligned role responsibilities, delivery frameworks, cross-team expectations and the balance of collaborative autonomy. I shifted mindsets and capabilities from unclear, chaotic work habits to clear roles, processes, and expectations; from fixed, large scope plans to an ability to slice, deliver, test and learn faster. I engaged teams in co-creating solid,

Address
Dandy People AB
Kungsgatan 8
SE-111 43 STOCKHOLM

Telephone
+46 (0)8-121 344 56

Web
dandypeople.com
E-post
info@dandypeople.com

Org.nr
556879-4118
VAT number
SE556879411801

fit-for-purpose OKRs and habits to support their success. Mentimeter is a Swedish startup that is rapidly scaling and expanding internationally.

Agile Coach - Tele2, Dec-19 - Mar-21

I coached multiple departments; created and facilitated workshops on OKRs and product vision across departments and roles; prepared and facilitated Big Room Planning and spoke in front of hundreds of participants; started and grew the Product Owner Chapter, revamped the Agile Chapter; aligned POs, coaches and managers across a department; helped onboard a department into the biggest IT program's process, adding improvements; created and delivered trainings on better remote meetings, BRP roles, and feedback. Tele2 is a Swedish telecommunications company in Stockholm.

Agile Team Coach - Xero, Mar-18 - Sep-19

With teams and leaders across many product areas, I engaged new teams quickly, assisted with process, coached POs, unblocked their access to customers, facilitated discovery workshops, ran interactive education sessions, wrote blogs, collaborated and illustrated guidance on product discovery in practice, lead teams through trust building, guided improvement beyond the sprint cycle, helped uncover issues, guided clarity, referred to as a rock for teams through uncertainty and stress. Xero is an international cloud-based accounting software.

Scrum Master & Business Analyst - Trade Me, Feb -17 - Mar-18

I facilitated ceremonies and workshops such as a new team charter, writing user stories, breaking work into slices, grooming, retrospectives (per sprint and higher level), kick off sessions for new projects involving several teams, a lot of rapid learning. Trade Me is New Zealand's largest e-commerce site with 60% of the country's web traffic.

Investigator, Trust and Safety; previously TAS Officer - Trade Me, Dec 14-March 18

Records Officer - New Zealand Ministry of Foreign Affairs and Trade, Sept 11-Dec 14

Address
Dandy People AB
Kungsgatan 8
SE-111 43 STOCKHOLM

Telephone
+46 (0)8-121 344 56

Web
dandypeople.com
E-post
info@dandypeople.com

Org.nr
556879-4118
VAT number
SE556879411801

Languages

- English - Native
- Swedish - Beginner
- Spanish - Intermediate

Contact Rachael

072-0254944

Address
Dandy People AB
Kungsgatan 8
SE-111 43 STOCKHOLM

Telephone
+46 (0)8-121 344 56

Web
dandypeople.com
E-post
info@dandypeople.com

Org.nr
556879-4118
VAT number
SE556879411801