

# Scarlett Stein

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Product Manager, Product Owner, Agile Coach

I have guided many organizations, such as for example Klarna, Expressen and Bonnier News, to deliver digital products in Agile product teams. By doing so I have built up a vast toolbox and an understanding of what is needed when and how to adapt processes and tools for different contexts to support teams, managers and stakeholders.

Over the years I have fine tuned my ability to visualize and communicate the helicopter view of organizational, customer - and product needs, to create a shared understanding on how the details connect to the strategy - which helps involved teams to share the same view on what to build and when.



My superskill is to help team(s) and stakeholders to understand what “problem” the product should solve and ensuring the chosen solution and way forward truly solves that problem, whilst bringing about the intended benefits. As this can only be done by getting the team(s) to grow and develop as a high performing team through enabling them to manage conflicts in a constructive way also is the only way to ensure innovation and well functioning digital products.

I strongly believe that great products are built by empowered product teams by overlapping business needs with user needs and feasible technical solutions. I have in most of my assignments coached product leaders (PM/PO), managers on all levels and supported them in becoming strong leadership teams to support and empower the product teams enabling them to manage conflicting priorities by creating clear strategies and using modern product development to deliver on them together.

My passion is to help people and teams deliver products that enable customer success and make people proud of their work.

**Personal characteristics:** Social, outgoing, positive and brave.

## Some of my clients and customers

- Epiroc, Digital Solutions
- Bonnier News
- Expressen
- Tele 2
- Klarna

- Hi3G
- UC
- Atos
- ComHem

## Roles I often take on

- Product Manager
- Product Owner
- Senior Agile Coach
- Agile Team Coach
- Change Leader
- Interim Development Manager
- Scrum Master
- Kanban Master
- Delivery Lead
- Workshop leader/Facilitator

## Qualifications

### **Certifications**

2020 Certified SAFe™ Program Consultant, Implementing 5.0 (SPC)

2019 Training from Back of the Room

2011 Scrum Product Owner – Scrum Alliance

2008 Lean Software Development

2008 Scrum Master – Scrum Alliance

### **Business Areas**

Media, Tech, Bank/Finance, Telecom

### **Fields of Work**

Product Discovery and Delivery, Transformational Leadership, Team Management, Workshop Facilitation, Product Management, Agile Coaching, Conflict Management

### **Some Methods**

Customer Journey Mapping, User Story Mapping, Impact Mapping, Lean-Agile, Scrum, Kanban, LeSS.

### **Languages**

Swedish, English, German, Danish

## Employments & Assignments

### **Epiroc, Digital Solutions, 2023.04 - Current**

#### **Senior Agile Product Coach (for Dandy People)**

Coaching a Management Leadership team in the new department Digital Solutions Division in transforming to a Product-led organization. Assignment includes training in Agile Product Development (PM/PO/Teams and management), creating a pulled-based system that includes feedback loops, rolling strategic product roadmapping, product discovery & delivery and cross-team planning and alignment. This resulted in the co-creation of a new operating model, supporting a product led organization.

The new commercial and operational model aligns well with the overall business strategy and by applying agile principles, we could prioritize early and continuous delivery of valuable products to reduce business risks and accelerate value creation. My approach fosters cross-functional collaboration to navigate complexity and rapid change by establishing forums that can get an overview by visualizing the work and goals for the organization and by giving them the mandate to make impactful decisions the organization can deliver value at a sustainable and higher pace. I emphasize an emergent strategy over fixed frameworks, minimizing waste and optimizing system-wide efficiency. I also introduce OKRs to drive focus and measurable outcomes.

I have facilitated, coached, trained and advised all roles and forums across the organization, such as: the executive management team, product managers, team managers, architect, UX, developers, Product Owners, teams, product forum, Scrum of Scrum etc.

### **Bonnier News (for Dandy People) Jun 2021 – Dec 2022**

#### **Senior Agile Coach**

Coaching Management Leadership team, Product Leadership and development teams in Agile Product Discovery and Deliver. Assignment included training and introducing agile ways-of-working, which generated the need for change of operating model to support the organizational transformation to product-led.

### **Expressen (for Dandy People) Jan 2001 – Oct 2022**

#### **Senior Agile Coach**

Assignment was to enable 5 development teams, their Product Owners, Team Leads and Product Management to communicate, organize and deliver on digital products. This included training in agile-ways-of-thinking, agile-ways-of-working and Agile Product Development, as well as individual coaching of POs in a very conflicting environment.

### **Länsförsäkringar (for Dandy People) Jan – Dec 2020**

#### **Enterprise Agile Coach**

The main focus was to support Digitala Kanaler, the management team, and the development teams

to transform from traditional PM3 and ITIL model to Lean-Agile ways of working with the help of SAFe™.

This included basic agile training on both management and team level, introducing the various events and roles included in SAFe™ as well as encouraging the Lean-Agile mindset throughout the organization.

## **Tele 2 Mar - Dec 2019**

### **Enterprise Agile Coach**

The main focus was to support Tele2 B2BIT with the first steps in their Agile transformation journey by helping out in defining value streams, roles, products and teams.

I also put a lot of focus on supporting the teams by introducing pair, and mob programming, story mapping, and estimation techniques, as well as conducting basic agile training, and making the basic scrum ceremonies valuable.

## **Hi3G Access AB Nov 2018 – Feb 2019**

### **Agile Coach**

Agile coach for several teams within the IT organization.

## **Klarna Oct 2016 – Oct 2018**

### **Agile Coach, Delivery Lead, Scrum Master**

As a delivery lead at Klarna you are Engineering manager/Senior developer, Agile Coach/Scrum Master, Project Manager/Driver in one person. The main challenge was driving the organization toward the change of the operating model, from a component team organization to a product driven feature team organization.

## **UC AB Feb 2019 – Sep 2016**

### **Agile Coach**

Coached the management team at KIT in improving processes, defining roles and responsibilities as the first steps on their Agile journey.

## **Atos Sep 2013 – Jan 2016**

### **Agile Coach**

Coached IT in implementing Scrum.

## **Migrationsverket Apr 2012 – Dec 2012**

### **Agile Coach**

Coached IT in implementing Scrum.

## **ComHem 2010 – 2012**

### **Agile Coach**

Coached IS/IT department in setting up scrum teams and defining roles and responsibilities.

## Education & Certifications

2022 Building the Right Product, Product Discovery training with Mia Kolmodin

2020 Implementing SAFe 5.0

2019 Training from Back of the Room

2011 Scrum Product Owner, Scrum Alliance

2008 LLC, Lean Software Development, Poppendieck

2008 Scrum Master, Scrum Alliance

2000–2001 Mathematics, Lunds Tekniska Högskola

1997-2000 Computer Science, KTH (Royal Institute of Technology)

1988-1989 Business Management, Stockholm University

## Engagements

Founder and chairman of Trosagymnasterna, 2014 - present

## Employments & Freelance

Dandy People, Agile and Product Coach, 2019 – present

Jameson& Stein, Agile Coach 2010 - present

Telenor, Scrum Master, 2007-2010

Glocalnet, System Developer, 2004-2007

Realtime A/S, Integration Manager 2001-2004

Incirco, Technical Project Lead. 2000-2001

Wide, Web developer, 1999-2000

Morgonfalken, Web developer, 1998-1999

BCG, Assistant and UX developer, 1994-1998