

Jon Pokroy

[LinkedIn](#) • [AgileFixer](#) • [AgileFixer\[at\]gmail.com](mailto:AgileFixer[at]gmail.com)

A force multiplier who turns groups of individuals into effective teams, cutting through organisational barriers to drive value creation

A highly experienced software professional with a track record of successful delivery in a variety of roles across different tech stacks. Possesses extensive knowledge of Agile, Lean and Waterfall methodologies & the Software Development Life Cycle. Strong background in project management and team dynamics, with a focus on achieving business-critical outcomes & creating value. Highly organised, detail-oriented, able to effectively manage multiple projects; excellent communication and interpersonal skills. Able to lead teams to success in fast-paced / complex environments.

My colleagues' opinions can be seen [here](#).

Core Competencies

- Visual work management systems
- Agile & Lean ways of working
- Jira / Confluence / Kanban systems
- Project & Programme Management
- Enterprise-level process engineering
- Systems Thinking
- Team Training & Leadership
- Product↔Technology collaboration
- Outcome Orientation

Key Accomplishments

- Devised, implemented & ran Enterprise-level planning & reporting structures at [Clarivate](#), bringing discipline, focus & alignment to a 600-person group
- Trusted troubleshooter with a record of turning round poorly performing teams eg at [BBC](#) & [FT](#)
- Took over project management of struggling company-critical initiatives, leading them to successful outcomes eg at [Shazam](#) & [BFI](#)

Professional Experience

Input Output - Head of Delivery, Lace

Interim | Sept 2023 - present

Interim Head of Delivery for the [Lace](#) Light Wallet, the leading customer-facing product in Input Output's portfolio

Clarivate Analytics - Head of Delivery, IP Group

Contract → Perm | 2018 to 2023

Reporting to CTO, initially of *CPA Global's* Technology division, then ([post-acquisition](#)) of Clarivate's IP Group, the world's largest supplier of B2B Intellectual Property software & services, a public company with heavy M&A activity, highly distributed worldwide teams, & a varied (& often ageing/on-prem) product set. Key divisional stats: ~600 headcount, ~35 products, ~\$800m revenue. Role involved: devising, implementing & managing key enterprise-level processes (including planning & reporting) & KPIs; functional head, with ~15 full-time Delivery Manager direct reports plus dotted line for another ~20 Scrum Masters/Project Managers; driving critical/high-profile initiatives; lead in-house Agile Coach; lead Jira Administrator/Consultant.

- Brought order to chaos with a highly-successful rollout of a Quarterly Planning cycle & accompanying Reporting practices
- Introduced tracking against Business Outcomes, not just Technical Outputs
- Restructured Sales pipelines/practices to include Technology & change Sales' culture of selling 'Vapourware'
- Delivery Mgmt team at the heart of On-Prem/Data Centre→Cloud (AWS/Azure) migrations/consolidations (savings ~\$3m)
- Led workstreams around process and tooling integration for new M&A acquisitions
- Created & presented custom Agile/Lean training programmes for both Tech & Product functions
- Drove the adoption of modern User Research practices within critical Products
- Architected & rolled out innovative Jira workflow & permission solutions, most critically for the Security Team
- Drove company-wide education/evangelisation of [DORA metrics](#) and project-managed DevOps' instrumentation rollout
- Partnered with DevOps to upgrade CI/CD pipelines & change dev practices, reducing cycle times & increasing productivity

Financial Times - Technical Project Manager / Agile Coach / Delivery Lead

Contract | 2017 - 2018

TPM across multiple product, functional & feature teams (both customer-facing & back-office) within the FT's Enterprise Services programme, plus Agile Coach across [FT.com](#) & Membership programmes. Radically improved comms and co-operation in previously malfunctioning teams, & used Kanban techniques to improve inter-team functioning & reporting at the higher programme level.

- Appointed Delivery Lead to the seriously behind-schedule multi-team GDPR workstream; reformed both programme scope & ways of working, managing the group to a successful & timely launch

BBC - Programme Manager / Delivery Manager / Agile Coach

Contract | 2015 - 2016

Multiple roles on [myBBC](#), a £75m programme providing personalisation services for the BBC's ~50 million users. Contract multiply extended until hitting the BBC's 2-year renewal limit.

Programme Manager covering a large Accenture Work Package (50-60 people, on- and offshore). Set & managed processes / standards for dev, comms & reporting.

Delivery Manager for several teams, most importantly for the BBC ID Front-end (node.js) team - the critical path for the entire programme. Got processes, plans and reporting under control, bringing predictability to their delivery.

Agile Coach within the BBC Data Management group (Data Governance, Operational Privacy & the Data Warehouse team).

Lead Jira Administrator for the entire programme.

- Drove a re-evaluation of the innovative but problematic Accenture-BBC contract, which had caused a rupture in the commercial relationship. Established a satisfactory compromise between the two working cultures, creating a platform for programme success
- Took over the BBC ID Front-end team when it was struggling; managed it to a successful launch on the drop-dead deadline
- Transformed the dysfunctional, low-morale Data Warehouse team in just two months into a highly effective unit

Tech Startups - Head of Project Management

Perm | 2013 - 2014

Ran Project Management function consecutively at two early-stage startups, [PingTune](#) (an instant messenger app) & [JustGo](#) (social media tooling). Delivery Manager & Agile Coach across all sub-teams; Web, iOS, Android, Platform/API, Facilities, Marketing, Design. Ran investor comms for CEO. Selected, administered and coached teams on Kanban work management systems ([LeanKit](#), [Kanbanize](#)).

- United Tech & Product leadership around effective tech debt management strategies
- Streamlined recruitment, setting up & running a PSL

Shazam - Technical Project Manager / Agile Coach

Perm | 2011 - 2013

Full-time TPM of the [Shazam](#) iOS team, using first Scrum, then Kanban/hybrid approaches. Managed [Android](#) & Web teams for periods of time. Company-wide Agile Coach, running in-house Agile training courses. Jira Admin.

- Project-managed the successful ground-up rewrite of the company-critical [Shazam iPhone app](#) (~20 million active users)

Ladbrokes - Technical Project Manager

Contract | 2010 - 2011

TPM on the Ladbrokes [Sportsbook](#), launching a German version and revamping [Live Betting](#). Perm role was offered (& declined).

British Film Institute - Head of Application Development

FTC (Maternity Cover) | 2009 - 2010

Head of Department reporting to Director of Digital, line managing both Web & DB teams. Responsible for SDLC best-practice; departmental budget; business-critical ticketing systems; supplier management; reporting to the Executive; tender processes.

- led the Web Team's total revamp of the [BFI's website](#)
- project-managed the failing BFI internal database project to a successful delivery

Incisive Media - Web Developer / Development Manager / Technical Project Manager

Perm | 2004 - 2009

Web Developer (PHP, ASP.NET), then Web Dev Mgr at [Incisive Media](#), a European B2B magazine publisher. Later: Lead Developer & Technical Project Mgr on new, unified in-house publishing platform (Java/XML).

Additional Experiences

[Language Teacher & Examiner](#), Madrid, Berlin, & London (UCL)

[Mental Health Helpline Volunteer](#), London

Qualifications & Credentials

[BA Hons \(1st class\)](#), Cambridge University

[Prince2 Practitioner](#), Axelos

[Guest Lecturer \(Project Management\)](#), LSE Summer School

[Certified Scrum Master](#), Scrum Alliance

[SAFe Agilist](#), Scaled Agile

[Speaker \(Project Management\)](#), Unicom Conference

Other Info

Website [AgileFixer.com](#)

Testimonials [AgileFixer.com/Testimonials](#)

Location London, UK

Languages German & Spanish (*advanced spoken level, competent written level*), French (*lower intermediate level*)

Interests Sport (especially tennis & cricket), current affairs, politics, history, science, philosophy

Nationality UK & Lithuanian (EU) passport holder

Contact [AgileFixer\[at\]gmail.com](#)