

## Focus on Building Customer Centric Products

#### Mass Challenge – Add More Value





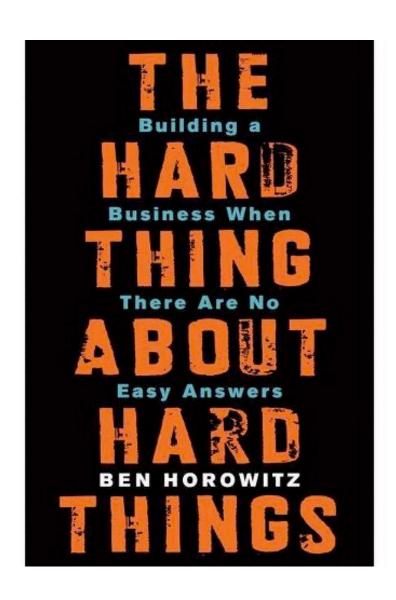
#### **Your Product Against Market Realities**





#### My favorite Agile book – The Hard Thing About Hard Things





#### **About Me**





Tim is an Enterprise Transformation Coach that is certified in various Enterprise, Executive, Product, Innovation, and Agile Coaching methods that help organizations unlock the potential of their people, processes, and products. He has trained and coached with many organizations, spoken at international conferences, and his core talent is in helping Senior Leaders and their teams get unstuck, so they can deliver better products to their customers by using innovative technologies and modern frameworks that enhance product innovation, customer appreciation, and organizational communication, collaboration, and enjoyment.

#### **Education & Certifications**

- BS Applied Physics
- ICP-ACC Authorized Trainer
- Marshall Goldsmith Executive Coach
- Marshall Goldsmith Team Coach
- Certified Scrum Professional
- Certified Large Scale Scrum Practitioner and Candidate Trainer
- Certified Scrum Product Owner
- Certified Scrum Master
- ICP-ACC Certified Agile Coach
- ICP-TAL Certified Agile Talent

#### Skills

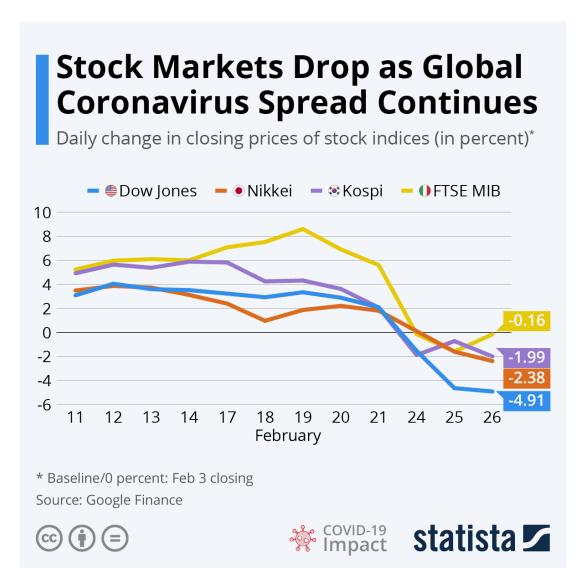
- Enterprise Agile Coaching and Training
- Executive Coaching
- Digital and Agile Transformations
- Lean and Agile Methods
- Lean Startup
- Enterprise Entrepreneurship
- Business Model Innovation
- Product Management
- Technology Product Development
- DevOps and Continuous Delivery / Integration
- Learning and Development
- People Policy and Operations Innovation

#### **Experience**

- Senior Executive Advisor to the CEO at Tamkeen Technologies
   February 2019 present www.tamkeentech.sa
- Enterprise Transformation Coach, Trainer, and Consultant at upskillable
   October 2017 present www.upskillable.com
- CEO Advisor for Innovation King Salman Youth Center November 2017 – November 2018 - www.ksyc.org.sa
- Senior Director Technology at Takamol Holding
   October 2015 November 2017 www.takamol.com.sa
- Head of Innovation at Tasawr Interactive
   March 2007 October 2015
- Director of Quality Assurance at Swingvote USA
   June 2006 March 2007 www.inveshare.com
- Director of Technology at Barkley
   June 2004 June 2006 www.barkley.us
- Lead Manager of Product Quality at VML January 2001 – June 2004 – www.vml.com
- Software Engineer in Test at HP March 1999 – January 2001 - www.hp.com
- Software Engineer at NASA
   August 1997 March 1999 www.nasa.gov

#### **Economic Impact of Covid-19**





#### Today's Conversation with Karim (He's a badass)



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#### Karim Harbott • 1st

CST | CAL Educator | Keynote Speaker | Author | Entrepreneur 1w • Edited • 🚫

Installing new ways of working like **#Scrum** or **#Kanban** without first creating the underlying operating system to support them is akin to installing an Android app on an iOS phone. It will never work!! Focus instead on creating the right:

- leadership & management
- organisational culture
- organisational structure
- people & engagement
- governance & funding

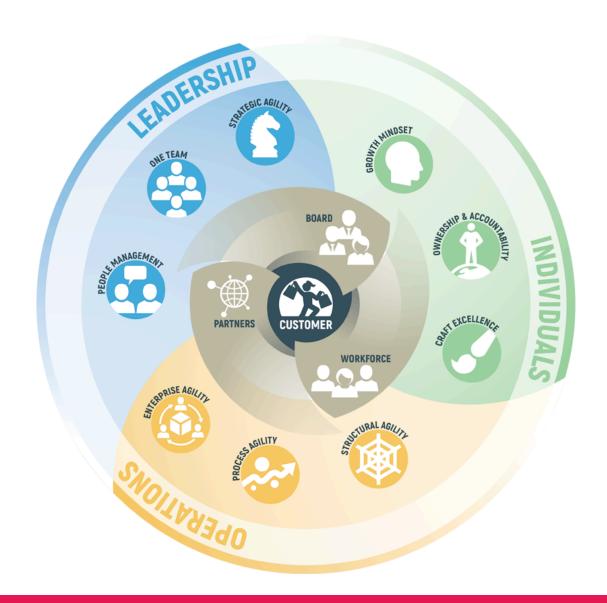
Then you might have a chance of succeeding with new:

ways of working

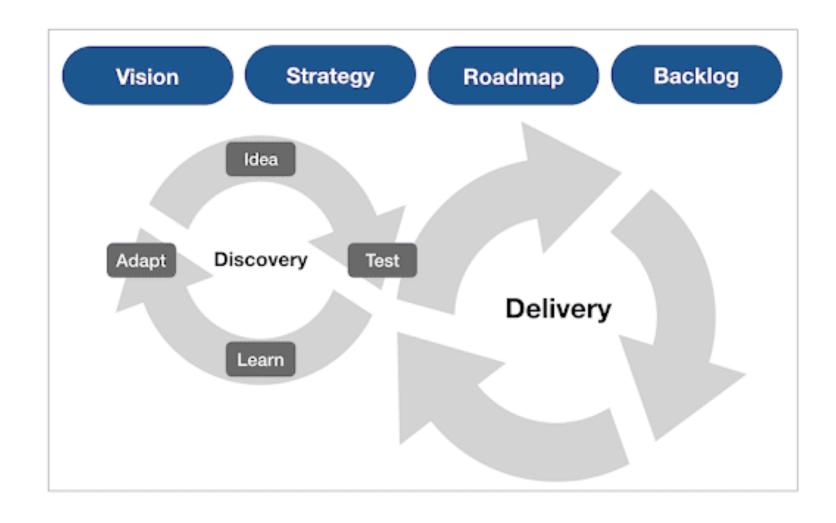
#BusinessAgility #AgileLeadership #6enablers

#### The Business Agility Institute – Domains of Business Agility – Why I wouldn't start here



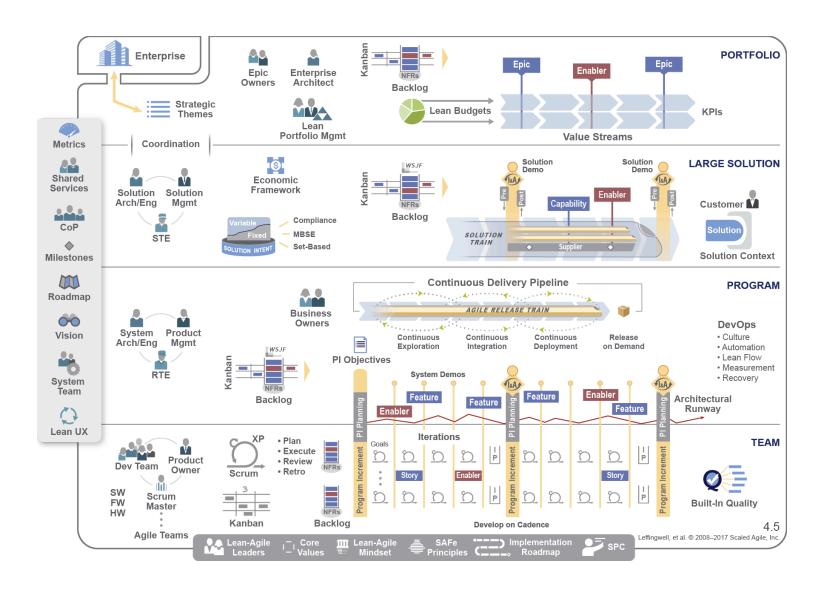






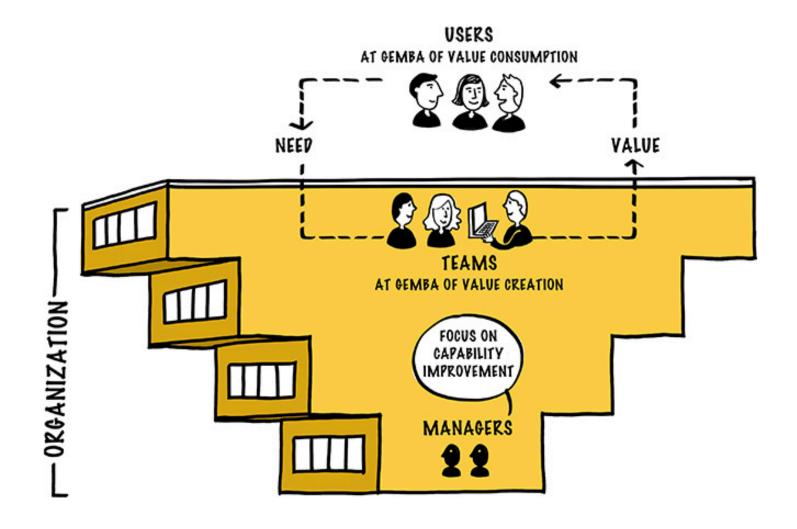
#### **Definitely Don't Do This**





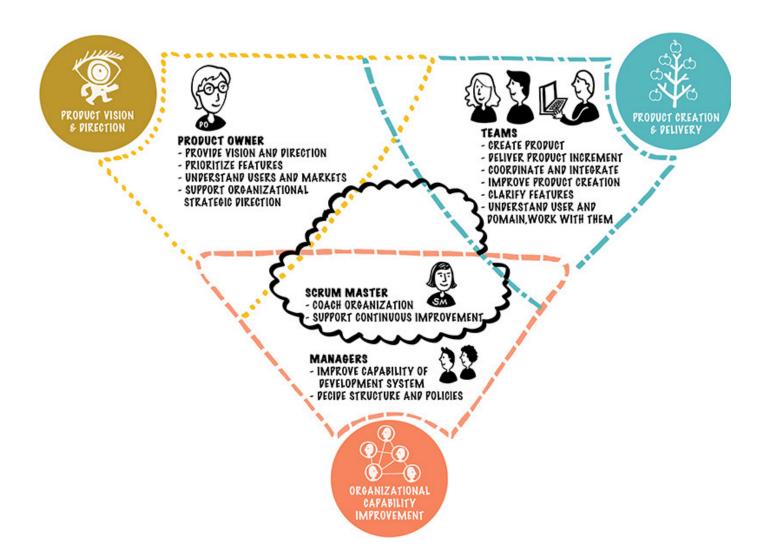
#### Find some users, understand their problems, and help them fix them





#### **Your Product Against Market Realities**





#### VMLY&R - Functional Teams with Great Culture and Absolutely Agile







#### **Absher – Government Services in Your Pocket**







#### Twiga helping farmers find a market in Kenya





Our Story Marketplace Contacts



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WILLIAM NICHOLSON

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