ARTHUR KALNINS

Lead Product Owner | Scrum Master | Agile Coach | Operations | Transformation

📞 +371 29999080   @ arturs.kalnins@hotmail.com   🔗 linkedin.com/in/arthur-kalnins   📍 Riga

SUMMARY

Agile Coach and currently Lead Product Owner with high analytical and technical acumen coupled with strong business sense and an entrepreneurial passion, with 13+ years of experience formulating and driving focused product visions, and owning the narrative with leadership, users, and partners.

With a strong track record of experience in developing products from zero to first release and beyond, I work comfortably in high pressured, fast-paced environments with responsibility over product roadmap, teams, and revenue.

EXPERIENCE

Lead Product Owner | Head of Product

Reproto Technologies   10/2022 - Present   Riga, Latvia

- Orchestrated the creation and launch of a successful e-commerce platform which resulted in a 22% yearly increase in organizational revenue
- Conceptualized and implemented a data-driven platform for a marketing company, revolutionizing lead generation processes and contributing to a 33% boost in customer satisfaction
- Led the development of a user-friendly loan platform, allowing users to access micro-loans and re-finance existing ones
- Planned the creation of a unified Customer Service Management platform for a hotel group, enhancing operational efficiency
- Reorganized the work structure by introducing Standard Operating Procedures (SOPs), which led to a 25% increase in project completion rate and a 10% reduction in time-to-market for new features
- Facilitated 6 organizational workshops to transition from a predictive approach to an agile mindset
- Streamlined organizational operations, achieving a 31% reduction in unnecessary operational expenses. This optimization of resources improved financial efficiency and operational agility across several departments
- Elevated employee satisfaction ratings by 10%

Operations Lead

Docupace   01/2020 - 10/2022   Riga, Latvia

- Led an organizational transformation to Agile methodologies for a dynamic company of ~200, spearheading Agile adoption across diverse teams in product development, professional services, support, and infrastructure
- Collaborated with C-level management to enhance the transparency of Standard Operating Procedure documentation for the entire organization, fostering an environment where impediments could be raised without fear
- Identified innovative methods such as integrating Evidence-Based Management (EBM) principles and advanced Scrum techniques, which boosted team productivity and velocity by 40%
- Facilitated 6 workshops at both organizational and C-levels
- Planned and executed Jira migration project, Server → Cloud, with the purpose of improving the processes and employee satisfaction, achieving a 50% enhancement in team collaboration and a 30% increase in deployment efficiency
- Generated 120+ different Sprint reports and other statistical reports essential for Marketing/C-level management, ensuring clear communication of progress and achievements
- Participated in release planning processes, defining release scope and identifying risks, issues, and dependencies
- Conducted monthly assessments to determine the team and organization's Scrum Maturity, guiding the team towards higher levels at a sustainable pace
- Provided monthly coaching sessions to ~200 people to support and enhance the Agile way of working for both project management teams and C-level/middle-level management

ACHIEVEMENTS

💎 E-Commerce Platform
Orchestrated successful launch leading to a 22% yearly increase in organizational revenue

💎 Marketing Data Platform
Implemented data-driven platform, contributing to a 33% boost in customer satisfaction

💎 Operational Excellence
Led development resulting in 31% reduction of unnecessary operational expenses

💎 Reorganized Work Approach
Implemented SOPs that resulted in a 25% improvement in project delivery times and a 47% reduction in critical bugs identified post-launch, which led to streamlined development and deployment processes, in turn elevating overall product quality and customer satisfaction.

💎 8 of my students secured outstanding job opportunities
Passionate about nurturing the next generation of Agile professionals, as an experienced educator, I have taught and mentored 9 individuals aspiring to become skilled Scrum Masters and exceptional Product Owners

STRENGTHS

✔ Dynamic Stakeholder Collaboration
Forge strong alliances and communicate effectively, aligning internal and external stakeholders with the organization's vision, and facilitating seamless integration of strategic goals with actionable outcomes, thereby ensuring widespread support and satisfaction

✔ Operational Excellence
Specializing in operational refinement, I systematically enhance workflows and procedures to boost productivity and reduce costs, employing agile methodologies to ensure the organization adapts and thrives in dynamic markets

✔ Innovative Strategy and Execution
My approach combines visionary strategic planning with hands-on execution of cutting-edge solutions that drive significant revenue growth, operational efficiency, and enhance customer engagement through data-informed insights

✔ Strategic Leadership
Champion team cohesion and development, leveraging strategic initiatives to lead diverse groups towards achieving collective objectives, emphasizing innovation and efficiency in high-growth environments

EXPERIENCE

Project Manager | Scrum Master | Product Owner

Lightsoft solutions   10/2018 - 01/2020   Riga, Latvia

- Delivered a groundbreaking solution for the Patent and Trademark Bureau of Latvia, simplifying patent registration and trademark application processes. This resulted in a 40% reduction in processing times and a 30% decrease in administrative costs
- Orchestrated the delivery of a unified system for the Ministry of Wellness, harmonizing processes across orphanages in Latvia which led to improved consistency of standards and procedures
- Undertook 2 of confidential projects for the Treasury of Latvia, ensuring a high level of discretion and delivering impactful results
- Achieved a 20% improvement in report generation accuracy and a 15% increase in stakeholder satisfaction due to enhanced data security measures
- Led the integration of the KOHA unified system into > 800 libraries across Latvia, overseeing the migration of content for a centralized platform
- Aligned stakeholders with developers through a consensus-oriented approach, ensuring a unified vision

Legacy Billing Developer | Business Analyst | Product Configurator

Cognizant   01/2017 - 09/2018   Riga, Latvia

- Analyzed diverse business scenarios, formulated comprehensive system designs, and presented them to cross-functional teams for seamless implementation
- Developed effective strategies for management by leveraging research reports and organizational performance data, ensuring informed decision-making
- Supported development and test teams by implementing prepared system designs and enhancing existing system functionality, which resulted in a 20% enhancement in system performance and a 40% decrease in user-reported issues
- Managed documents related to business rules, requirement specifications, wireframes, and functional requirements, ensuring a well-documented and organized workflow
- Designed > 50 software solutions, driving continuous improvement in processes, systems, workflow, and customer responsiveness
- Developed business architecture using requirements such as scope, processes, alternatives, and risks, aligning technology solutions with business objectives
- Conducted in-depth analyses of 100+ clients' business requirements and processes through document analysis, interviews, workshops, and workflow analysis

Technical Support Specialist

Tele2 Shared Service Center   2015 - 2017

Riga, Latvia / Tallin, Estonia / Vilnius, Lithuania, / Zagreb, Croatia

Quality Assurance Engineer | Quality Assurance Team Lead

Tele2 Shared Service Center   2012 - 2015

Riga, Latvia / Stockholm, Sweden

CERTIFICATION

Professional Scrum Product Owner III

Issued By: scrum.org

Professional Scrum Master III

Issued By: Scrum.org

Certified ScrumMaster (CSM)

Issued By: ScrumAlliance

Professional Agile Leadership - Evidence Based Management

Issued By: Scrum.org

TECHNICAL TOOLS

Scrum   Agile   SQL   Bash   Mural

Jira   Confluence   API   Javascript

Lean   XP   Crystal   BDD   TDD

INDUSTRY SKILLS

Operational Excellence • Product Ownership • Test Automation • Sprint Reports • Manual Testing • Release Planning • Workshop Facilitation • Operations Consolidation • Organizational Restructuring • Risk Analysis • Evidence Based Management • Servant leadership • Stakeholder Engagement • Project Management • Team Support • Document Management • Software Solutions Design • Strategic System Design • Mind Map Creation • Training • Business Architecture Development • Customer Satisfaction • Employee Satisfaction • Organizational Training • User Base Support • SLA compliance • Support Excellence • Client Requirement Analysis • Customer Bill Generation • Organizational transformation • Productivity Enhancement • Transparency in SOP Documentation • Strategic Planning • Innovative Problem-Solving • Communication •Collaboration • Negotiation • Project Management • Project Budgeting • Analysis

LANGUAGES

English	Native
Latvian	Native
Russian	Native
German	Beginner
Spanish	Beginner