

Ivo Peksens

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Riga, Latvia

Professional Summary

I am a human-centric Agile and change leader, team coach, and facilitator with over 25 years of experience across Latvian and international IT and non-IT organizations in various industries (state owned, software/hardware product development, financial services, online gaming, pharma, insurance, public sector, education and more). My expertise lies in guiding single and multi-team environments through Agile and other ways-of-working changes, designing & facilitating immersive collaboration environments where people can leverage their maximum potential—even in times of rapid AI disruption.

Professional Experience

The Surprising Team Lab | Latvia

CEO / Facilitator / Change Partner / HR Partner | Jan 2025 - Present

Responsibilities:

- Develop facilitation services focused on change, HR, and leadership with AI assistance.
- Drive brand development, digital marketing, and sales initiatives.
- Test products with pro-bono and paid organizational clients.
- Execute feedback-driven product updates.
- Manage operations as a part-time, self-employed professional alongside sales assistants utilizing LinkedIn and email channels.

Achievements:

- Scaled the product from facilitating small meetings to structured, collective-wisdom-revealing workshops that significantly boost Employee Experience (EX) outcomes.
- Showcased the best outcome video example:
<https://www.youtube.com/shorts/0Oe68FkubVE>
- Successfully piloted the product across diverse industries, including insurance, IT, public sector, real estate, education, manufacturing, and transportation.
- Integrated innovative, human-centric technologies based on neuroscience, neuroleadership, and psychological safety.
- Leveraged liberating structures (open conversation and meeting formats) and extensive cross-organizational experience to deliver high-impact results.

Lahti University of Technology | Finland

Agile Team Coach / Change Partner | Jan 2022 - Present

Responsibilities:

- Coach international student teams applying the Scrum framework to build real-world digital services and products.
- Assist industry Product Owners in smoothly integrating with teams to ensure effective collaboration.
- Serve as a Scrum Master, Scrum Master mentor, and comprehensive guide for the entire Scrum Team.
- Act as an Assessment Board Member to evaluate team success, provide constructive feedback, and assign grades.
- Deliver seasonal, remote team coaching.

Achievements:

- Successfully guided the adaptation of the Scrum framework within limited timeframes in a highly complex context involving working students and busy industry Product Owners.
- Fostered the growth of software development students, enhancing their teamwork capabilities and collaborative execution.
- Supported the development of notable projects, including the Solita mobile factory ([Solita.fi](#)), F-Secure App, [Starjump.fi](#), and Lovnity.
- Facilitated the use of technologies such as Jira, GitHub, Miro, and AI-assisted software development tools.

Oribalt | Baltics

Strategic Facilitator / Consultant | Apr 2026 - Jun 2026

Responsibilities:

- Assessed the need for strategic alignment regarding the company's e-commerce development direction.
- Designed a comprehensive series of workshops for investors, the CEO, top leadership, and the IT department.
- Delivered and expertly facilitated the strategic workshops.
- Summarized outcomes and formulated recommended future actions during this contract engagement.

Achievements:

- Successfully evaluated organizational needs, adapted workshop structures accordingly, and facilitated sessions that exceeded expectations.
- Positively surprised the CEO and investors with the profound impact of the workshops compared to previous consulting engagements.
- Employed a hybrid approach, seamlessly combining immersive on-site workshops with the advanced collaborative capabilities of the Miro platform.
- Incorporated AI usage during workshops and applied my proprietary BE.SLOW.ER method for facilitation preparation and design.

FITA | Latvia

Learning Program Director / Agile Team Coach | Aug 2025 - Apr 2026

Responsibilities:

- Designed a comprehensive Agile and Scrum learning program tailored for public sector organizations, managing content, delivery, and evaluation.
- Conducted train-the-trainer sessions to upskill co-trainers and delivered the program to three large on-site training groups of over 25 participants each.
- Established real Scrum teams during training sessions to facilitate immediate post-training practice.
- Mentored Scrum Teams in real-world applications and supported participants in achieving Scrum Master and Product Owner certifications through Scrum.org during this part-time contract engagement.

Achievements:

- Architected a unique, team-signup-based learning program focusing on Agile and Scrum for non-IT public sector audiences.
- Successfully onboarded and integrated several co-trainers and team mentors into the program.
- Delivered the program with a high success rate, achieving an average participant rating of approximately 9 out of 10.
- Enabled teams to significantly improve their daily workflows, allowing them to collaborate more easily and deliver valuable outcomes faster.
- Guided multiple students to successfully pass the Scrum.org PSM I exam through dedicated mentorship.

Riga Technical University IT department | Latvia

Leadership Coach / Agile Team Coach | Apr 2025 - Mar 2026

Responsibilities:

- Assisted university top executives and IT management in understanding how Agile transformations resolve organizational challenges.
- Supported a newly established Scrum Team in decreasing the Time-to-Market (T2M) metric for a major overhaul of the university-level document management system.
- Taught, mentored, and coached Product Owners and Scrum Masters transitioning from traditional management and project management roles.
- Guided developers in adopting test-driven approaches and utilizing AI within their development processes during this part-time coaching engagement.

Achievements:

- Achieved an aligned perspective on Agile change within the top management room, resulting in a consensus decision to implement Scrum for a critical system upgrade project.

- Successfully implemented Agile and Scrum utilizing the Evidence-Based Management framework, employing straightforward metrics to track progress internally and externally.
- Empowered the Scrum Team to dramatically reduce Time-to-Market from infinity (zero production) to establishing regular weekly deployments with active feedback gathering.
- Integrated technologies including Jira, Miro, and AI-assisted software development tools.

If P&C Insurance | Baltics & Nordics

Leadership Coach | Agile Coach | Facilitator | Aug 2023 - Nov 2024

Responsibilities:

- Enhanced an ongoing multi-team Agile transformation by establishing proper Scrum teams, defining roles, and optimizing collaboration processes to increase customer satisfaction while rebuilding the insurance value chain.
- Facilitated the creation and operation of a learning Community of Practice (CoP) for newly established roles.
- Drove broader Agile adoption across the organization as an Agile Coach within a Nordics-level community.
- Delivered internal training sessions covering topics such as Objective Key Results (OKRs) and meeting facilitation.
- Supported the facilitation of quarterly Big Room Planning (BRP) events during this full-time in-house role.

Achievements:

- Successfully finalized role detachment, separating Product Owner and Scrum Master responsibilities previously held by a single person, which drastically improved leadership focus.
- Established user story mapping practices for Product Owners, enabling better, customer-centric feature development decisions.
- Normalized meeting events for a six-team setup by clarifying roles, facilitation methods, inputs, and outputs, resulting in higher clarity and shorter, non-overlapping meetings.
- Led the introduction of quarterly planning events for all teams in collaboration with new Scrum Masters, leading to higher predictability and improved dependency tracking.
- Enabled stakeholders and end-users to view regular system demos and provide valuable, continuous feedback.
- Utilized technologies and frameworks including Jira, Miro, BRP, Scrum@Scale, and LeSS.

Cognizant | Baltics & EU

Leadership Coach | Line Manager | Agile Coach | Facilitator | Sep 2019 - Apr 2023

Responsibilities:

- Assisted the leadership team of a newly established delivery center in improving teamwork amid an ongoing transition.
- Established and led an internal Baltic-level change and learning community.

- Supported internal Cognizant divisions as an Agile and Team Coach.
- Acted as a Line Manager, mentor, and coach for individuals in the Scrum Master role.
- Embedded as an Agile Coach within Cognizant's client engagements to drive and support Agile transformations during this full-time in-house role.

Achievements:

- Implemented regular leadership team gatherings in an on-site, visual Obeya room to foster team and delivery center growth.
- Organized consistent community events, utilizing Lean Coffee and Open Space formats, where employees could share experiences and learn collaboratively.
- Co-hosted self-selection workshops with HR for unassigned personnel to form teams, optimizing workforce utilization by developing internal delivery center services.
- Played a key role in the Scrum Master hiring process, contributing to job descriptions, interviews, and onboarding.
- Successfully applied the Kanban method within the Corporate Security division to mitigate process bottlenecks.

MoonGaming | Dubai

Leadership Coach / Product Development Consultant | May 2022 - Nov 2022

Responsibilities:

- Helped the startup's leadership team (CEO and CxOs) grow collaboratively during a period of rapid change.
- Conducted personalized coaching for leaders addressing individual challenges and questions regarding people management.
- Assessed, advised on, and facilitated the implementation of robust product development practices in this remote, part-time coaching role.

Achievements:

- Established regular leadership sessions that allowed executives to pause, reflect, and align, resulting in cohesive teamwork agreements, a unified vision, and overall improved leadership effectiveness.
- Provided individual coaching that significantly improved how leaders managed their direct reports, with "THE FLOW" compass tool delivering the highest impact.
- Assisted in crafting a solid product vision utilizing Roman Pichler's Product Vision Canvas and set corresponding product development goals, adding a strategic dimension to the product backlog.
- Drove success heavily through visual coaching techniques utilizing the Miro platform.

Novartis | Swiss

Agile Program Coach | Dec 2021 - May 2022

Responsibilities:

- Assessed and identified improvements for a large-scale Master Data Management Agile change program within the healthcare sector.
- Identified and engaged key stakeholders for the Customer, Supplier, Data Catalog, and Finance workstreams.
- Established a baseline for the targeted business results of the program.
- Developed a cadence-based operational model to ensure all roles collaborated effectively in this remote, part-time coaching engagement.

Achievements:

- Successfully evaluated the program using Agile surveys to uncover gaps and define actionable future steps.
- Utilized stakeholder mapping and Gemba Walks to identify and include necessary personnel who had previously been excluded.
- Created a goal-setting system by merging OKRs (Objective Key Results) with Evidence-Based Management (EBM), which established a baseline and facilitated a value-driven backlog via Product Goals.
- Upgraded the overarching way of working to a regular, event-based structure by guiding program Scrum Masters.
- Enhanced coaching impact significantly through visual collaboration on the Miro platform.

Sanofi | France

Agile Initiative Consultant | Nov 2020 - May 2021

Responsibilities:

- Assisted a five-team internal web portal development initiative in improving its Time-to-Market metric during this remote, part-time coaching engagement.

Achievements:

- Conducting assessments, observations, and retrospectives with lead roles (Scrum Masters and Product Owners) to evaluate the current state of development, significantly improving dialogue and team morale.
- Upskilled Scrum Masters and Product Owners, shifting their paradigm from task-oriented thinking to value-item focus within the backlog, accelerating value delivery.
- Successfully integrated the SAFe framework, Value Stream Mapping, and Big Room Planning (BRP) in collaboration with the Release Train Engineer.
- Resolved major operational bottlenecks using Jira and the Kanban method, reducing development cycle times from weeks to mere days on the first attempt.
- Facilitated major breakthroughs via visual coaching using the Miro platform.

Additional Experience

- Jan 2019 - Apr 2022 | Learning Facilitator | RISEBA University - Latvia
- May 2020 - Sep 2020 | Agile Coach | dots.365 - Latvia
- Jun 2019 - Aug 2019 | Scrum Master | GEDVILLO Consulting - Latvia

- Jan 2019 - Apr 2019 | Agile Consultant | Chief Scrum Master | Emergn - Latvia, UK
- Nov 2016 - Jul 2018 | Agile Coach & Scrum Master & Facilitator | 4Finance - Latvia, Lithuania, UK, PL
- Mar 2016 - Mar 2017 | Training Facilitator | Baltijas Datoru Akadēmija - Latvia
- Nov 2015 - Oct 2016 | Scrum Master | Evolution Gaming - Latvia, Estonia
- Mar 2015 - Mar 2016 | Partner & Educator | Agiletransformer.com - Latvia
- Jun 2011 - Oct 2015 | Process Quality Manager, Scrum Master & Facilitator | OpusCapita - LV, FI, PL
- Oct 2007 - May 2010 | QA Team Lead | Symantec (ex. BlueCoat Systems) - LV, USA, India
- Oct 2005 - Sep 2007 | Technical Project Coordinator | Latvenergo AS - LV, LT, USA
- Sep 1999 - Sep 2005 | Personal Computer Technician & System Engineer | Sadales Tīkls - LV, USA

Education

- Riga Technical University with Riga Business School | M.Sc.Eng Business Informatics (2010 - 2013)
- Riga Technical University | M.Sc.Eng Computer Science, hardware and networks (2000 - 2003)

Certifications

- Scrum Alliance | Certified Agile Facilitator (CAF) (2023)
- Business Resilience Institute | Certified Business Resilience Practitioner (CBRP) (2023)
- Scrum Alliance | Certified Team Coach (CTC) (2021)
- Tandem Coaching Academy | Mentoring program for CTC Candidates (2021)
- TrustTemenos Academy | Mentoring for Agile Coaches (2019 - 2020)
- Scrum Alliance | Certified Agile Leader (CAL I) (2019)
- Various | CSM, KMPI, CSP-SM, CSP-PO, High Performance Team Coach, ICC-ACC (2014 - 2018)

Skills & Additional Information

- Languages: Latvian (Native), English (Advanced), Russian (Preliminary)
- Additional: B category driver's license, <https://www.ivopeksens.com/feedback>