Petronella Havik Agile Coach

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PROFILE SUMMARY

- **Agile Coach** with **5 years** in agile delivery, now coaching **4 product teams** in the warehouse software tribe of an **online grocer**, after 2 and a half years as a **Scrum Master** in e-commerce.
- Works daily in **Scrum** and **Kanban**, runs workshops on **Miro** with **Liberating Structures**, tracks cycle time and WIP age in **Jira**, and plans each quarter with **OKRs**.
- Building depth in **team coaching**, **Kanban system design** and **value stream mapping**, starting from questions and only teaching a practice when a team asks for it.
- Works with **product owners**, **engineering managers** and the **tribe lead**, and runs the tribe's quarterly planning with **warehouse operations** partners in the room.
- Runs a monthly **retrospective clinic** for new Scrum Masters, keeps the tribe's **team charter template** current, holds **ICAgile ICP-ACC** and is working toward **ICAgile ICP-ENT**.

TECHNICAL SKILLS

Agile & Scaling Frameworks:	Scrum, Kanban, XP practices (basics), LeSS (working knowledge)
Coaching & Facilitation:	team coaching, GROW model, Liberating Structures, Lean Coffee, retrospective design
Portfolio & Planning Methods:	OKRs, big room planning, story mapping, WSJF (basics)
Change & Org Design Models:	value stream mapping, Team Topologies (working knowledge), team health checks
Flow & Delivery Metrics:	cycle time, WIP age, throughput, cumulative flow diagrams
Agile & Collaboration Tools:	Jira, Confluence, Miro, Slack
Certifications:	ICAgile ICP-ACC, Professional Scrum Master I (PSM I)

EDUCATION

Utrecht University — **B.Sc. in Psychology** — Utrecht, Netherlands · Sep 2018 to Jul 2021

ICAgile — **ICP-ACC (Agile Team Coaching) certification** — Amsterdam, Netherlands · Apr 2024

WORK EXPERIENCE

Picnic Technologies — **Agile Coach** — Amsterdam, Netherlands · Mar 2024 to Present

- Coached **4 product teams** (36 engineers) in the warehouse software tribe through weekly sessions with their product owners, and **3 of the 4** now run their own retrospectives and planning.
- Redesigned the **Kanban** boards of 2 teams with explicit WIP limits and classes of service, then tracked cycle time in **Jira**, cutting average cycle time from **9 days to 4**.
- Mapped the **value stream** from warehouse feature request to release with 3 teams and the tribe lead, removing 2 handoffs and cutting lead time from **23 days to 12**.
- Coached **2 engineering managers** and the tribe lead every two weeks on handing decisions to teams, which cut escalations to leadership from about 15 a month to **6**.
- Ran quarterly **OKR** workshops for the tribe on **Miro** with Liberating Structures, so all 4 teams set outcome key results, and **9 of 12** were met in Q1 2026.

Coolblue — **Scrum Master** — Rotterdam, Netherlands · Sep 2021 to Feb 2024

- Co-ran quarterly **big room planning** for 7 checkout and payments teams, keeping every dependency on one shared board and cutting blocked items per quarter from 31 to **12**.
- Helped 2 delivery teams move from fixed-scope projects to **Scrum** with a quarterly team health check, lifting sprint goals met from **58% to 81%** over 14 months.
- Started a **Scrum Master community of practice** with 2 peers and grew it to **18 members** who met every 2 weeks to trade facilitation formats and coaching cases.