

# ARJUN DHANJAL

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## PROFILE

I am an accomplished technology delivery practitioner with 10+ years' experience in the financial, education, and non-profit industries, most recently focusing on cloud infrastructure strategy and delivery. I have a proven track record for putting customers first and improving customer experience. I have a calm and flexible attitude and foster an atmosphere that encourages colleagues to do their best work. Above all, I am an empathetic leader, a team player, and an excellent communicator, and I'm capable of engaging with colleagues, partners, and stakeholders at all organizational levels.

## WORK EXPERIENCE

### TD Bank Group

AUG 2022 – PRESENT

Product Owner – Customer Insights, Public Cloud Platform, Platforms & Technology

Headed the design and delivery of TD LetsCloud, an in-house product that delivers real, structured, and up-to-date cloud service and demand data, allowing product management and engineering teams to prioritize and focus on service and feature enablement with the highest impact to customers.

- Continued prior leadership on the transformation into and framework for a product-focused delivery structure for the Public Cloud Platform, allowing for faster pivots, faster time to value, higher quality, collective ownership, and alignment with the needs of customers
- Built a customer insights practice for the Public Cloud Platform, resulting in a greater understanding of the Platform's customers really want and care about

### TD Bank Group

OCT 2021 – AUG 2022

Scrum Master, Public Cloud Platform, Platforms & Technology

Led the transformation to a Product-based organization. Designed the work management structure for the Public Cloud Platform, resulting in increased visibility of the delivery execution work for a team of 300 engineers.

- Drove continuous improvement and change and acted as a change agent to adapt processes to maximize productivity throughout the product lifecycle
- Provided thought leadership and industry knowledge for Agile execution and participated in capability building for the team and business unit
- Contributed to team development of skills and capabilities through mentorship of others by sharing knowledge and experiences and leveraging best practices
- Demonstrated adaptability, flexibility, and creativity in approaches to stakeholder engagement and works to support the product transformation agenda

### TD Bank Group

MAY 2018 – OCT 2021

Project Manager, Infrastructure Technology Solutions

Facilitated the infrastructure delivery of a \$500MM digital-first transformation program for TD's insurance business, directly resulting in >\$5B in revenue growth and positioning TD Insurance as an industry leader in digital capabilities and product offerings.

- Spearheaded the development of Scrum adoption strategy for infrastructure delivery at TD, resulting in targeted average savings of 25% in people costs per project
- Slashed time to delivery by 15% with the cultivation of a Scrum team of highly sought-after infrastructure specialists—the first in infrastructure to work using Agile methodologies
- Developed and refined a customer-facing engagement process for our team, leading to the elimination of 'ad-hoc' email requests and a decrease in customer issue response time by >40% with positive customer feedback

### TD Bank Group

2016 – 2017

Data Analyst (Co-op/Intern), Infrastructure Technology Solutions

Analyzed data and produced complex reports to support the infrastructure teams responsible for TD's Credit Cards and Insurance businesses with a strong focus on technology currency and reduction in total cost of ownership, resulting in the realization of an average of \$1MM in cost savings YoY for the business.

## LEADERSHIP AND SERVICE

### OSTA-AECO

AUG 2020 – PRESENT

Chair, Board of Directors

Led the organization through a comprehensive governance review; introduced effective and efficient governance processes. Provided strategic direction to set the organization up for short- and long-term success. Leadership resulted in a 121% increase in revenue for the organization.

- Drove and renewed commitments to a diverse board and staff that reflects the communities the organization serves
- Guided the organization through a restructuring, better positioning it to execute on its mandates
- Led the board of directors through the development of vision and strategy, providing staff and volunteers with concrete direction on the organization's strategic direction and goals

### OSTA-AECO

AUG 2014 – JUL 2020

Director, Board of Directors (Communications & Technology Portfolios)

Led and developed strategy for the organization's communications and technology portfolios. Resulted in increased brand awareness through the organization's execution of mandates set out in communications and marketing strategies. Positioned the organization for sustained operational and technological resiliency with improvements to technical infrastructure and core enablement strategy.

## EDUCATION

### Master of Arts – Joint Graduate Program in Communications & Culture

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York University & Toronto Metropolitan University – Toronto, ON

- York Graduate Scholarship recipient (\$16,000)

### Bachelor of Arts – Honors Major in Media, Information & Technoculture

JUNE 2017

The University of Western Ontario – London, ON

## CERTIFICATIONS



### Certified SAFe® 5 Agilist

Scaled Agile, Inc. – Boulder, CO

AUG 2022

Exp. Aug 2023



### Atlassian Certified Jira Service Project Manager (ACP-MJSPC)

Atlassian, Inc. – San Francisco, CA

DEC 2021

Exp. Dec 2023



### Atlassian Certified in Managing Jira Projects for Cloud (ACP-MJCP)

Atlassian, Inc. – San Francisco, CA

OCT 2021

Exp. Oct 2023



### Atlassian Certified Jira Service Project Manager (ACP-MJSPC)

Atlassian, Inc. – San Francisco, CA

DEC 2021

Exp. Dec 2023

## HOBBIES AND INTERESTS

- Volunteering and community advocacy
- Languages, reading, and writing
- Travel, arts, and culture
- The *New York Times* crossword

References available upon request.