

ARJUN DHANJAL

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WORK EXPERIENCE

TD Bank Group

AUG 2022 – PRESENT

Product Owner, Public Cloud, 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

TD Bank Group

OCT 2021 – AUG 2022

Scrum Master, Public Cloud, 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; acted as a change agent to adapt processes and 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 and slashing time to delivery by 15%
- 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

LEADERSHIP AND SERVICE

TD Bank Group

NOV 2021 – PRESENT

Chair, Platforms and Technology 2SLGBTQ+ Employee Resource Group

Led a group of colleagues and allies through the development and execution of a multi-pronged strategy for the 2SLGBTQ+ community at TD across three pillars—targeted education; community-building; and colleague attraction, retention, and development—to foster sustainable change.

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.

- 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

EDUCATION

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

The University of Western Ontario – London, ON