**Summary**

* **Deliverables:** Omni-Channel. Apps. APIs. Ecommerce. CRM. BI. GDPR. InfoSec. GDS. Migration.
* **Industries**: Gaming. Banking. Telco. Media. Insurance. Pet care. Financial Services.
* **Clients:** Addison Lee, Ladbrokes, Virgin Media, News, Mars, RAC, NHS, Skype, EE, Nat West.
* **Ways of Working:** Hybrid waterfall / agile environments. Hands on Scrum Master. Prince 2 PM.
* **Budget management:** Capex £5m. Opex £1m**.**
* **Leadership**: Teams of 8-25. Scrum and traditional teams. On and off-shore.
* **Reporting**: to CTO and Exec Team.
* **Stakeholder management**: Proven experience with demanding stakeholders.
* **Tools:** Jira, Confluence, Rally, GitHub, Postman, SmartSheets, Slack, G-Suite, MS Project.
* **API experience**: Mulesoft, Akana, Some Azure, Hybris Salesforce.
* **Engagement:** Mainly contracting, but will consider perm for the right company.

**Professional Career**

**Addison Lee**

**Agile Delivery Manager (Mulesoft APIs, CloudHub)**

From: August 2018 – Present

Remit: Manage Mulesoft Team. Lead Partner integrations. Migrate to CloudHub

Results: 3 Partner integrations. Migrated on-premises API stack to CloudHub AWS.

Left due to: In contract.

**Ladbrokes Coral**

**Agile Delivery Manager (APIs, GDPR)**

From: March 2018 - August 2018 (6 month contract)

Remit: Agile deployment of OneTrust GDPR. CloudHub API / AWS Migration.

Results: Achieved GDPR compliance ahead of 25/5. Deployed data partner APIs.

Left due to: 6 month contract only.

**News UK (The Times, The Sum)**

**Project Manager (B2C, GDPR)**

From: October 2017 – March 2018 (6 month contract)

Remit: Deliver User Permission Centre & APIs ahead of May 25th 2018 deadline.

 Managed team of 9 direct reports, budget of £1m. Mix of Scrum, Kanban, Prince 2.

Results: Launched News UK Permissions centre, ahead of schedule.

 Ensured program-wide GDPR compliance for all customer-facing products.

Left due to: 6 month contract only .

**Virgin Media**

**Project Manager (Mobile Apps)**

From: August 2016 – September 2017 (13 month contract)

Remit: Launch Virgin Media’s first customer self-care native apps (iOS and Android).

 Lead 2 teams in Agile (Scrum team) and Waterfall (traditional) environment.

Results: Successfully deployed 3 releases of the ‘My Virgin Media’ apps to 4.5m UK base

 Led deployment of Akana API integration, AEM content management, BI analytics.

Left due to: Contract ended.

**Mars Pet Care**

**Project Manager (B2B Software)**

From: August 2014 – August 2016 (2 year contract)

Remit: Partner selection and API delivery of B2B Enterprise & BI service. CRM swap out.

Results: Launched to 5000 Vet Practices. Introduced Agile ways of working.

Left due to: Handed over to permanent PM, end of budget.

**RAC**

**Scrum Master (Insurance, Apps)**

From: December 2013-August 2014 (9 month contract)

Remit: Re-launch RAC Digital projects - web, mobile and Hybris integration.

Budget/Team: £1.1m budget. Team of 20+ (2 BA’s, 5 creative, 10 dev, 4 UAT) & agency

Results: Re launch of www.rac.co.uk customer journey: web and mobile

Left due to: Contract ended.

**Giggle Group Digital Agency**

**Project Manager (NHS, Apps)**

From: July 2013 – December 2013 (6 month contract)

Remit: Program lead for all client projects (mobile web, apps, VOD, ecommerce)

Budget/Team: £1m budget. Internal team of 8. Third part development company of 10

Results: NHS tablet app. GDS compliant

Introduced PMO. Scrum and provided Agile coaching to agency.

Left due to: Small agency, fixed budget for 4 months

**EE**

**Project Manager (CyberSec)**

From: January 2012 – July 2013 (18 months contract)

Remit: Project & team management of EE data service and infrastructure solutions

Business case creation, budget approval, governance and PMO compliance

Budget/Team: £5m+ budget. EE-wide matrix team of 25 people across 3 projects

Results: £1m a day brand damage savings from DDoS attack protection

Successfully migrated legacy API web services across UK data centres

Left due to: Contract ended after 3 successful extensions

**Affinion Loyalty and Financial Services**

**Project Manager (Mobile Apps)**

From: May 2011 – December 2011 (8 month contract)

Remit: Lead PM for Affinion Europe mobile web banking & loyalty mobile projects

 Budget, resource, vendor and stakeholder management. PCI compliance

Budget/Team: £3m budget. Matrix team of 20+ people across UK, Europe and US

Results: (1) Affinion Group first European mobile service:

Left due to: Delivery and budget complete

**Vodafone Mobile Communications**

**Project Manager**

From: January 2009 –May 2011 (28 months contract)

Remit: Contract 1: European PM lead for 10 Vodafone markets, launched 500+ apps

Contract 2: Scrum Master, refresh and relaunch of Vodafone VIP loyalty site

Budget/Team: Matrix team of 30 across 10 Vodafone EMEA countries

Results: 1000 apps across 10 OpCos.

Relaunch of Vodafone VIP web and app loyalty

Left due to: 28 months in total, extended 4 times (contract)

**Orange UK Mobile Communications**

**Project Manager**

From: January 2008 – January 2009 (12 month contract)

Remit: Matrix management of UK based teams across 3 major projects

 Stakeholder management and reporting. Orange wearables.

Budget/Team: £4m. 3 teams of 18 people total, plus 3rd party suppliers

Results: (1) Launch of CRM ‘Best Plan’ and Blackberry OTA device management.

Left due to: Delivery complete, PM budget used

**Skype**

**Director of Platforms & Developer Program (Permanent)**

From: February 2006 – December 2007 (20 months)

Remit: Head of Department that transformed Skype from a product to a platform

Budget/Team: £5m P&L. Team of 30 spread across London, Estonia and US Bay Area

Results: (1) Launch of Skype ‘Extras’ within version 3.0 to 300 million global customers

 (2) Deployment of Skype’s first developer ecosystem

Left due to: Series of redundancies made by eBay across UK base

**France Telecom**

**R&D Project Manager**

From: July 2000-December 2005

Remit: WAP and Java Standard Representative.

**Nat West UK**

**Software Engineer**

From: September 1997 – July 2000

Remit: New feature development, bug fixing and optimization for Nat West Business Banking.

**Education and Training**

1993-1997 UWE Bristol Computing BSC 2.1 ( Hons). 12 month placement at Novell R&D.

2012 Prince 2 Practitioner.

2013 Certified Scrum Master (CSM)

2018 Managing Successful Programmes (MSP)