Chris Heisig

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Professional profile

Accomplished and innovative solutions orientated technical Project Manager with proven expertise of delivering challenging   projects in utility metering, telecommunication and computer technology. Extensive product design lifecycle, outsourcing and industry experience. A skilled analyst with a hardware and firmware background able to apply engineering and project management know-how to the resolution and communication of a wide range of problems. Offering a unique and potent set of skills to organisations requiring a balanced mix of engineering and project management expertise

Core competencies

- Project Management
- Outsourced product Development & Manufacture
- Supplier Management
- Business Requirements Analysis
- System Integration & Test

- Problem & Defect Analysis & Resolution
- Quality Assurance Assessment
- Team Leading & Mentoring
- Firmware and Hardware Engineering Management
- Technical Authority

Career summary

SSE – Reading Berkshire
Delivery Project Manager 2019 -2020
SSE Business Energy supplies energy to SMEs large enterprise customers and is an active participant in the National programme to roll out Smart Metering across the UK

Key Contributions
Provided SSE's Smart Metering programme with both technical and project delivery expertise
- Coordinated SSE's managed service partners and business change functions to deliver SSE's SMETS 1 meter migration capability and ensured Ofgem regulatory compliance was maintained. The solution focused on maximising the reuse of the existing SMETS 2 Customer Management and Orchestration platform interfaces
- Recovered SMETS 1 meters allocated to the retail supply business during SSE's business separation
- Undertook the analysis of SSE's meter firmware version management requirements, developed a management strategy, delivered a technical proposal and solution allowing SSE to manage meter firmware versions
- Ran workshops and proof of concept evaluations leading to the successful integration of SMETS 2 5 terminal and 3 phase meters with the existing backend solution, opening up a large segment of SSE's customers to SMETS 2

EDF Energy Crawley East Sussex
Project Technical Manager 2014 - 2019
EDF Energy ranks as one of the "big six" UK energy suppliers and is a leader in the National program to roll out Smart Metering to all domestic and SME premises by 2024

Key Contributions
Engaged to coordinate the Smart Metering programme planning and supplier deliveries. The role expanded to include firmware, hardware and test management of SMETS 1 and SMETS 2 compliant electricity meters, gas meters and IHD (In Home Displays) as well as that of meter technical authority
- Undertook the evaluation of EDF Energy's electricity meter, gas meter and IHD supplier's development and manufacturing capabilities on behalf of the Smart Metering Program
- Established a cost-effective meter and IHD integration and test strategy utilising both in-house and specialist external resources
- Scheduled risk-based meter and IHD firmware testing allowing EDF Energy's aggressive roll out targets to be met
- Mentored the Test Team to provide improved test coverage, better through-put and reporting accuracy
- Approved meter firmware releases for deployment and led meter suppliers through a quality gate review process enabling formal acceptance into service
- Established an effective business process enabling Smart Metering Operations to undertake high volume Over-The-Air meter and IHD firmware updates
- In collaboration with suppliers, led technical investigations into meter and IHD firmware, hardware and manufacturing defects, identified the root cause and ensured that the supplier took the appropriate action

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Xyratex - Havant, Hampshire
Development Project Manager 2011 - 2013
Xyratex designs, manufactures and supplies enterprise class intelligent computer data storage solutions to high speed computing OEMs and system integrators

Key Contributions:
Delivered Xyratex's $7m project to develop an advanced 6Gb/s SAS Storage Bridge Bay (SBB) compliant server for its next generation of high-performance computer storage solutions into manufacture. Provided technical coordination between a multi-disciplinary team and a Far East based Outsourced Design Manufacturer

- Successfully delivered production standard servers to key customers realising early revenue opportunities of more than $100m
- Evaluated the performance of an unfamiliar outsourced product development and manufacturing partner. The project subsequently became the model for the company's future outsourcing strategy
- Gathered requirements from across the business to develop and maintain a product roadmap
- Instigated product change requests to deliver new server configurations while continuing to provide a stream of product enhancements to satisfy Xyratex's future needs

BT Openreach - Birmingham
Project Manager 2010 - 2011
BT Openreach provides the infrastructure connecting homes and businesses with Communications Providers supplying voice and broadband services

Key Contributions:
Improved the delivery performance of a Managed Service Vendor tasked with the installation of Broadband Test Access Matrix (TAM) and Evolutionary Test Access Matrix (EvoTAM) infrastructure

- Established the metrics and developed the reporting tools to determine the end-to-end programme performance. The subsequent superior reporting visibility yielded an on-time delivery improvement from 48% to 95%
- Developed a recovery plan to clear the Managed Service Vendor's backlog and reduced the monthly late penalty fees to Communication Providers by £90k
- Exceeded business unit targets with the installation 1.05M EvoTAM ports over a 6-month period

Nokia (formally Symbian Software), London
Project Manager 2006 - 2009

Key Contributions
Provided oversite of engineering process management with a primary focus on Requirements Engineering

- Successfully reduced customer firmware Change Request response times from 100 to less than 20 days
- Developed a business process and the tools for new requirements impact analysis, leading to a significant improvement in OS product release planning and improvements in feature delivery predictability

Career Note

Business Unit Manager, Aeroflex International Ltd, Slough Berkshire
Project & Programme Manager, Ericsson Mobile Communication Ltd, Basingstoke Hampshire
Software Development Engineer, Orbitel Mobile Communications Ltd, Basingstoke Hampshire
Hardware & Software Development Engineer, Radamec Defence Systems Ltd, Chertsey Surrey

Education & professional qualifications

MSc. Microprocessor Engineering, University of Bradford • BSc. Physics, University of Hull • Prince 2 Certified Practitioner • Six Sigma Green Belt, Certified • Scrum Master Certified

Professional memberships

Member of the Association for Project Management (MAPM) • Member of the Institution of Engineering and Technology (MIET) • Chartered Engineer (C. Eng)

Key skills

Microsoft Office Suite (Excel & VBA), MS Project and SharePoint, SAP, JIRA, Focal Point