Neal Hayes

**A hands-on, multi-industry IT Tech Leader, Engineer & Business Operator with
over 12 years experience, specialising in Big Data, QA & Consulting**

Skills Summary

- Highly driven and accomplished technical lead with proven delivery track record in all types of programmes
- Leader, resourcer & budgeter with an innate passion for recruiting, coaching and developing people over disparate locations
- Excellent stakeholder manager, able to rapidly assimilate business needs and objectives and formulate plans of attack
- Certified Scrum Master with solid SDLC competence in Agile, Kanban, Waterfall and V-Model methodologies
- ISTQB Certified Quality Assurance Specialist

Key Technical Skills

- Languages: SQL, UNIX (inc. bash), Python, Ruby, R, Java
- Platforms & Hadoop Ecosystem: AWS, Impala, Kafka, Hive, Spark (inc. SparkR & PySpark)
- RDBMS: Siebel, SAP, Oracle, DB2, Access, MySQL
- SDLC: Git, Jenkins, Jira, Confluence, Stash

Career History

wejo Ltd, Manchester, United Kingdom
Position held: Technology Delivery Manager

June 2019 - Present

Transform and optimise tech delivery, implement target operating model and drive process / communication maturity in an Agile setting

With a projected value of over $60bn, becoming early adopters and innovators in the Connected Car market is crucial to underpin future prosperity and a competitive edge. A fundamental tenet of this is to establish sound technical capability and agility in the engineering department in order to deliver to an ever-evolving commercial and product demand.

- Heavy involvement in resource uplift and recruiting for Management, Engineering and Business Analysis to support steep growth as part of the Target Operating Model
- Assimilated technical requirements of the business and aligned personnel to squads accordingly to optimise delivery cadence
- Introduced and evangelised Agile principles (including the philosophy of continuous improvement) into the squads with tangible improvements in planning, estimation, velocity, morale and overall engineering efficacy
- Empathetic line management for all tech delivery staff; transitioned senior staff into leadership roles and provided coaching and mentoring to up-skill their leadership capabilities
- Adopted, owned and improved processes for monthly housekeeping including time and work recording to feed into capitalisation reporting with Accounting and Finance
- Improved on existing service levels, change and incident processes by encouraging lean and effective processes with people enablement in these areas
- Senior Stakeholder Management by understanding and balancing their expectations versus the delivery teams' capabilities and capacity; needed to balance transformational activities versus BAU demand in a rapidly growing organisation

Sky Betting & Gaming (SBG), Leeds, United Kingdom
Position held: Lead Data Engineer (Data Science)

Jan 2017 - April 2019

Technical Lead in Data Science, establishing / managing team, driving initiatives to completion through sound ways of working

Building on existing Business Intelligence, Insight and Analytical capabilities, led the creation, establishment and and day-to-day management of the Data Science function, providing next-level predictive power for the entire organisation. A suite of more than 80 models improved targeting for a variety of business interests, increasing revenue by over £4m p.a. while protecting customers and the brand.

- As the leader, incepted and delivered projects spanning company-wide use cases, including: cross-sell modelling, duplicate account and fraud detection, customer high value, churn reduction, safer gambling
- Drove the development of "The Feature Store" from scratch; this consolidated the vast data warehouse by curation of "key / value" pairings bespoke to business needs, abstracting away complexity of processes into supercharged data marts with lightning fast access through Spark and Impala
- Led by example: line management, coaching and cross-training the team to forge an autonomous and multi-disciplined outfit
- Domain expert in Big Data Tech with ability to engineer pragmatic, efficient solutions for model training, prediction and data curation
- DevOps for scalable clustered environments in AWS to perform model training and prediction for dev and test
- Instilled a philosophy of providing *incremental technical & engineering value* throughout the team; assuming the role of Agile Delivery Lead, organised and led *ceremonies* - Retros, Planning, Stand-Ups, Story Pointing
- Introduced and evangelised SDLC best practice into the function, establishing strict engineering standards and frameworks for productionising code into robust pipelines
- Documented architectural, programming and scheduling flows, visualised using appropriate tools (inc. Neo4J and draw.io)
- Active participant in the Data Science and Machine Learning community, staying in-the-know in a rapidly evolving domain

Position Held: Test Manager

Nov 2015 - Dec 2016

Firm-up the QA function in the Data Tribe, imparting and advocating best practice in a growing organisation

As the company grew exponentially, transitioning from a start-up to a medium-sized organisation, it was important to have an experienced QA professional to set up the Testing discipline for success, in what was a relatively immature practice within Big Data. By transposing ISTQB testing principles to a Data Warehousing environment, robust processes reduced the number of defects leaking to production while improving the quality of project deliverables.

- Created, maintained and monitored Hadoop test environments in AWS for functional and performance testing
- Led a team of technical testers with blended skillsets including functional, automation, performance and security
- Mandated testing artefacts for Functional, Integration and UAT, including Conditions, Scripts, Traceability and Evidence
- Became the SQL Optimisation specialist for the Tribe, nicknamed "The Optimiser", resulting in efficient low latency queries submitted to a multi-tenanted Hadoop platform and quicker response times
- Delivered tutorials on SQL best practice with a seminar *roadshows conduc*ted throughout the SBG analytics community
- Inspired by open-source software, led the creation of a bespoke way of performing at-scale functional testing in a Big Data Environment, coupled into an automation testing framework.
- Clarified ways of working within engineering, particularly by engendering rules of engagement for testing, striking the right balance between dev and test

Accenture UK Ltd

Position held: Technology Consulting - Manager, United Kingdom

June 2015 – Sept 2015

Role: Programme Test Manager, Barclays Testing Services : June 2015 - Sept 2015

Overarching Test Management Responsibilities for the Future Clearing Model's Cheque Imaging Programme

- Managed the formulation of the programme test strategy, catering for vast complexities, incorporating a flexible testing approach
- Definition of the Virtualisation, Test Automation and Continuous Integration approach using Barclays strategic toolsets for the team to follow
- Coaching the test and programme teams in the principles of Agile and DevOps, instilling revised behaviours and processes
- Agile Champion for the programme
- Provided independent testing assessments for BTS services in Digital, Mobile & Online

Macquarie Group Limited, Sydney, Australia

Position held: Senior Manager

Sept 2013 – April 2015

Banking and Financial Services (BFS)

Role: Head of Digital Testing: April 2014 – April 2015

Pioneering Macquarie Digital Mobile and Online Banking initiatives using Agile practices, automation and service virtualisation

- Overall management of mobile and online banking testing, leading a team of 13 technical and functional testers
- Key contributor on Digital Steering Committee panel involving senior stakeholders
- Advocate for Agile, coaching other members of the wider team and adhering to the manifesto, terminology and processes
- Point of contact for testing and key stakeholder with dependent programmes, including third party engagements
- Established a virtualisation framework using RIT and JBehave/Selenium to support delivery and test needs
- Delivered web and mobile content for Macquarie Brand and 4 white label partners with a c. 1 million customer base
- Tested using RESTful service testing tool SOAP UI incorporating JSON and XML
- Led post-verification testing for production releases and provided operational support to end users

Role: Test Manager: Sept 2013 – March 2014

Management of System and Integration Testing for an Infrastructure Migration Project

- Management of a team of 3 testers in a hands-on technical testing role
- Creation and sign off of all testing artefacts: Strategy, Plan, Execution Schedule, Defect Management Process, Status Reporting, Metrics and Closure as part of a Waterfall project
- Tested critical batch cycles as well as proving interfaces were intact for business applications pertaining to all Business Banking Products and Processes
- Responsible for co-ordinating activities to enable test execution – environment provisioning, data refreshes and configuration and DBA, Development and UAT support
- Management of SVP Performance testing of the new database servers using offshore shared services testing expertise proving tenfold performance and capacity increase
- Testing was completed before mandatory deadlines to enable successful decommission of old infrastructure without penalty

Accenture UK Ltd
Position held: Manager
May 2006 – July 2013
Systems Integration and Technology

Lloyds Banking Group, Global Payments, Group Operations
Role: Delivery Test Manager: Jan 2012 – July 2013
Day-to-day management of 26-person Payments Test Team within the regulatory Verde Divestment Initiative

Lloyds Banking Group, Retail Banking, Consumer Lending
Role: Business Test Consultant: Nov 2011 – Dec 2011
Defining Business Test Framework and Proof of Concept for Personal Loans Portfolio Programme Value £1.3m

Lloyds Banking Group, Business Change, Integration
Role: Testing Delivery Lead: Nov 2010 – Nov 2011
Co-ordinate and drive the delivery of Critical Business Testing in Release C Integration Programme worth £15m

Lloyds Banking Group, Retail Banking, Business Development & Integration
Role: Test Manager: Nov 2009 – Nov 2010
Full-cycle management of Business Testing for Retail Loans Division Integration Activities

UK Government, Department for Work & Pensions, Employment Support Allowance
Role: Usability Specialist: Apr 2009 – Oct 2009
Delivering professional on-site support in a nationwide rollout of CRM software to end users

UK Government, Department for Work & Pensions, Employment Support Allowance
Role: Test Lead: Dec 2008 – Apr 2009
Delivering System, Integration and Business Testing for functional areas of DWP ESA Project

Visa (Europe) Ltd, Visa Europe, Regional Clearing & Settlement
Role: Business and IT Consultant: May 2006 – Dec 2008
Delivering business requirements, testing artefacts and SME guidance for the £500m Visa Europe RC&S Programme

Qualifications, Accreditations & Education

2016	Administrator for Apache Hadoop - Trained, Cloudera
2016	Scrum Master Certification, Scrum Alliance
2012	Accenture Global Payments Manager of the Year Award for Delivery Excellence and People Development
2012	ISTQB Certified Tester – Foundation Level (CTFL), British Computer Society
2006	NVQ Mentoring, Manchester College of Arts and Technology
2002 – 2005	BEng (Hons) Mechanical Engineering (2:1 attained), University of Manchester

Professional Societies

2016	scrumalliance.org
2013	Australian Computer Society (ACS)
2012	British Computer Society (BCS)