

# Neal Hayes

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

## Skills Summary

- Highly driven and accomplished professional with proven delivery track record in all types of programme
- Excellent stakeholder manager, able to rapidly assimilate business needs and objectives and formulate plans of attack
- Leader, resourcer & budgeter with an innate passion for recruiting, coaching and developing people over disparate locations
- 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
- RDBMS: Siebel, SAP, Oracle, DB2, Access, MySQL
- Big Data / Hadoop Ecosystem: Impala, Kafka, Hive, Spark (inc. SparkR & PySpark)
- SDLC: Git, Jenkins, Jira, Confluence, Stash

## Career History

### **Sky Betting & Gaming (SBG), Leeds, United Kingdom**

Position held: Lead Data Engineer

Nov 2015 – April 2019

*Lead Data Engineer in Data Science: May 2017 - April 2019*

#### **Inaugurate a Data Science function, establishing the team, brand, engineering principles and ways of working**

Building on existing Business Intelligence, Insight and Analytical capabilities, creation of the Data Science function provided next-level predictive power for customer value / churn, duplicate account detection, cross sell, fraud detection, risk and safer gambling. A suite of more than 80 models improved targeting over a variety of use cases, increasing revenue by over £4m p.a. while protecting customers and the brand.

- Domain expert in the Big Data Technologies, maximising its capability to engineer pragmatic and efficient solutions for model training, prediction and data curation
- Created a “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
- Introduced and evangelised SDLC best practice, 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](https://draw.io))
- Instilled a philosophy of incremental engineering value throughout the team, assuming the role of Agile Delivery Lead, organised and led “ceremonies” - Retros, Planning, Stand-Ups, Story Pointing
- Led by example, coaching and cross-training the team to forge an autonomous and multi-disciplined outfit
- Empowered the business community by coding responsibly, lowering the barrier to entry for all to contribute
- Collaborated with academia to get the best brains from local universities to assist in our model development
- Active participant in the Data Science and Machine Learning community, staying in-the-know in a rapidly evolving domain

*Test Manager: Nov 2015 - April 2017*

#### **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.

- 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
- Wrote tutorials on SQL best practice with a seminar style “Impala Roadshow” conducted throughout the engineering and analytical communities at SBG
- Inspired by open-source software, wrote a bespoke method of performing at-scale functional testing in a Big Data Environment, which was 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
- Mandated testing artefacts for Functional, Integration and UAT, including Conditions, Scripts, Traceability and Evidence

## **Accenture UK Ltd**

Position held: Technology Consulting - Manager, United Kingdom

June 2015 – Sept 2015

Barclays Group, Retail and Business Banking, Barclays Testing Services (BTS)

*Programme Test Manager: June 2015 - Sept 2015*

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

- Formulation of the test strategy, catering for vast programme complexities, incorporating a flexible testing approach
- Definition of the Virtualisation, Test Automation and Continuous Integration approach using Barclays strategic toolsets
- 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)

*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

*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

*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

*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

*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

*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

*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

*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

*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)