



# Benjamin Hinson

Senior Producer

## 👤 Profile

Results-driven Delivery Lead with over 16 years of experience in managing technology transformations and product initiatives across various sectors. I have a proven track record in leading large-scale projects, such as data modernization and Azure ML deployments, where I successfully optimized processes and integrated new technologies to enhance operational efficiency. My expertise in Agile methodologies and digital transformation aligns well with the dynamic environment at Annapurna Interactive, where innovation and customer experience are paramount. I am passionate about leveraging advanced technologies to create engaging and interactive solutions, particularly in the gaming and digital product space. My background in software development and cloud computing further supports my ability to contribute effectively to projects that require a blend of technical acumen and strategic vision.

## 🎓 Education

### **BCOMM Honors Information Technology, University of Johannesburg, Johannesburg**

January 2017 — November 2019

Major Subjects: Enterprise Architecture, IT Management, Project Management and Research Methodology

Thesis: **Critical challenges organizations face in the adoption of agile software development principles while trying to improve product delivery**

### **Quantum Algorithms for Cybersecurity, Chemistry, and Optimization, Massachusetts Institute of Technology**

May 2024 — July 2024

## 💼 Employment History

### **Delivery Lead – Data App Modernisation at John Lewis**

March 2025 — Present

Results-driven Delivery Lead with extensive experience in managing technology transformations and product initiatives, focusing on enhancing customer experiences through innovative solutions.

- Led large-scale data modernization projects, transitioning legacy systems to new platforms while ensuring seamless business operations.
- Facilitated collaboration among product teams, business analysts, and developers to meet project milestones efficiently.
- Managed upstream and downstream dependencies, proactively addressing risks and blockers to maintain project momentum.

## Details

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## Links

[LinkedIn](#)

## Expertise

Interactive

New Product Development

Product Strategy

Business Acumen

Cloud Computing

Software Development

Web Development

Innovation

Agile Methodologies

Digital Skills

## Hobbies

Gaming(Xbox, PS5, Online Gaming), Squash and a keen interest in anthropology

- Oversaw strategies for decommissioning legacy systems, effectively reducing operational costs.
- Engaged with stakeholders to communicate project progress, manage risks, and implement interim solutions aligned with strategic goals.

### **Azure ML Delivery Lead at Axa Insurance**

November 2024 — April 2025

Results-driven Delivery Lead with extensive experience in technology transformations and product initiatives, skilled in digital transformation and optimizing processes.

- Led Azure ML deployment, reducing lead times by 30% and errors by 25% through optimized automation.
- Enhanced Agile practices, streamlining ceremonies and implementing delivery dashboards that improved predictability by 15% and reduced approval cycles by 20%.
- Delivered significant business outcomes, including a 20% improvement in pricing accuracy and 5–10% cost savings through effective ML deployment and performance optimization.

### **Associate Partner Software Engineering (Delivery) at IQbusiness**

April 2023 — November 2025

Experienced Delivery Lead with a strong background in technology transformation and project delivery, focusing on innovative solutions and customer experiences.

- Led a complex de-merger project at Sanlam Investments, ensuring the smooth separation of systems and processes across multiple business units.
- Conducted in-depth analysis of IT systems post-merger, optimizing application and data placement for effective business function.
- Defined the future-state architecture to align technology with business strategy and regulatory standards.
- Collaborated with cross-functional teams to manage dependencies and risks, facilitating a seamless transition to independent operations.
- Directed the integration of Old Mutual's systems with a new banking platform, enhancing customer access to the Olympus Rewards program.
- Managed the technical aspects of the project to ensure secure connectivity between banking systems and customer platforms, delivering a reliable infrastructure on AWS.
- Coordinated with diverse teams to align project delivery with strategic goals, significantly improving customer engagement.
- Developed future-state operating models at Bridgestone, identifying gaps in processes and technology to enhance operational efficiency.

## **Delivery Manager at Discovery**

June 2021 — December 2022

As a Delivery Manager at John Hancock & Manulife, I led the delivery of technology projects for North America's largest insurance company, ensuring alignment with partner market expectations and managing escalations effectively.

- Oversaw the delivery of projects, meeting partner market expectations while managing stakeholder communications.
- Handled incident management and escalations with a focus on swift resolution and customer satisfaction.
- Led engineering and product teams, fostering collaboration and driving accountability.
- Developed and prioritized product roadmaps, aligning with strategic business goals.
- Successfully delivered high-profile, complex features within a fully cloud-based environment, enhancing operational efficiency.
- Provided accurate Capex and Opex estimates for project planning, ensuring financial accountability.
- Implemented technical process improvements to streamline operations and increase delivery speed.
- Facilitated cross-team collaboration to identify dependencies and mitigate obstacles, ensuring seamless project execution.

## **Snr Manager Technology Strategy and Advisory at Accenture**

February 2020 — December 2020

Results-driven Delivery Lead with extensive experience in managing technology transformations and product initiatives, focused on enhancing user engagement and optimizing digital channels.

- Developed and executed strategies to enhance adoption and engagement of core and non-core products for a leading South African Financial Institution.
- Analyzed and optimized the Delivery Value Chain, significantly improving operational efficiency.
- Created a comprehensive overview of the digital landscape, documenting the current and desired states of digital channels.
- Established a digital omnichannel architecture by formulating governance policies and architectural guidelines.
- Evaluated and refined the High Level Operating Model to better align with strategic goals.
- Designed an IT Strategy and roadmap, identifying key technology opportunities to drive innovation.

## **Technology Strategist at Equal Experts**

March 2019 — February 2020

Led a transformation project for John Lewis, addressing major revenue losses through strategic analysis and IT optimization.

- Analyzed the UK retail landscape and customer behavior to inform IT strategy.
- Developed actionable IT strategies based on business requirements.

- Optimized pricing models for competitive positioning in the online marketplace.
- Conducted ethnographic research to gather customer insights.
- Streamlined back-office processes for online purchase integration.
- Reduced costs by transitioning from legacy systems to Google Cloud.
- Guided the architectural shift from monolithic to microservices using a clear roadmap.

### **Lead Architect and Strategy at Barclays**

November 2017 — January 2019

Led the development of a future-state architecture for digital banking across Africa, aimed at achieving significant cost efficiency and customer growth.

- Crafted a strategic vision for a new digital banking architecture to enhance customer engagement.
- Developed a comprehensive roadmap aligning technology initiatives with business objectives.
- Analyzed core banking systems to optimize operational capabilities across diverse markets.
- Created a multi-year technology roadmap focusing on standardization and application rationalization.
- Supported IT strategy by researching emerging technologies and their applications in banking.
- Contributed to the Architecture Review Board, ensuring alignment of infrastructure and solution designs with the strategic vision.

### **Software Engineering Manager at ABSA**

February 2016 — January 2017

Results-driven Delivery Lead with extensive experience in technology transformations and product initiatives, focused on enhancing collaboration and efficiency in project delivery.

- Transformed IT development into a strategic partner for business, enhancing collaboration and trust while driving effective portfolio management and project execution.
- Led the project for a new banking network, enabling engineers to leverage cloud-based resources for faster innovation and software delivery.
- Streamlined vendor integration by optimizing processes and automating workflows, improving efficiency.
- Coached product teams in DevOps practices to tackle business challenges effectively.
- Halved project cycle times and boosted customer engagement by 5% through accelerated DevOps adoption.
- Worked closely with PMO to automate technology governance processes, improving visibility and speed in project delivery.
- Fostered an engineering culture focused on TDD, CI, CD, Agile, and DevOps principles to enhance delivery effectiveness.
- Explored and tested modern technologies to further improve delivery outcomes.

## **Delivery Manager at Multichoice**

September 2014 — February 2016

As a Senior Delivery Lead, I guided the planning and daily operations of web development teams on a project valued at 1 billion Rand, focusing on enhancing customer experiences through technology solutions.

- Managed two product teams to develop a customer portal and DSTV Self Service, modernizing processes that improved development speed and reduced time to market by 30%.
- Standardized Agile practices across all teams in the program to ensure consistent delivery.
- Created hyper-productive cross-functional teams by promoting software engineering best practices like Test Driven Development and continuous integration.

## **Application & Solution Architect at First Rand Bank**

June 2010 — November 2013

As a Delivery Lead, I managed the strategy and roadmap for application development, ensuring effective design and implementation of web applications.

- Developed application strategy and roadmap, overseeing design and architecture for web application development.
- Streamlined non-tax reporting by automating processes from Excel to a web-based workflow, significantly improving reporting efficiency.
- Established a TOGAF application portfolio to manage application lifecycle, licenses, and upgrades effectively.
- Negotiated contracts with local and international vendors to optimize costs and services.
- Formulated and reviewed policies on SLAs and application licensing across the organization.
- Set application standards for both custom and off-the-shelf systems, ensuring quality and compliance.
- Reduced operational costs by identifying and eliminating duplicate applications using TOGAF's Application list.
- Collaborated with cross-functional teams to deliver application solutions, including a two-factor authentication system to enhance security.

## **Application Developer at Financial Intelligence Centre**

December 2008 — May 2010

Results-driven Senior Delivery Lead with extensive experience in managing technology transformations and product initiatives, particularly in the gaming and interactive sectors.

- Developed and integrated innovative digital solutions using .NET technologies, enhancing gaming experiences for users.
- Led technical design sessions and collaborative workshops to streamline project delivery and improve team alignment.
- Managed SQL Server databases, optimizing performance and ensuring data integrity for game development projects.

- Oversaw K2 workflow development to automate processes, reducing time-to-market for product launches.

### **Software Developer at Group 5**

June 2006 — November 2008

As a Senior Delivery Lead, I drove technology transformations and product initiatives, focusing on enhancing internal processes and user experiences through innovative solutions.

- Managed Business Intelligence and Reporting Services, utilizing SQL 2005 to optimize data retrieval and analytics.
- Developed and maintained internal sites using VB.NET and C#, ensuring seamless service delivery.
- Led the implementation of a SharePoint portal, enhancing collaboration through well-designed intranet sites.
- Utilized Office 2007 suite and SharePoint Designer to create user-friendly interfaces and improve accessibility.

### **Software Developer at Accenture**

February 2004 — February 2006

As a Senior Delivery Lead, I focused on developing systems that enhance trading platforms and ensure seamless data integration.

- Developed a Reference Data Store (RDS) and Time Data Store (TDS) for a JSE Trading Platform using C#.NET and SQL Server, improving data accessibility and performance for end-users.
- Actively participated in business requirements gathering and system design, collaborating with cross-functional teams to ensure systems met user needs.

## **✦ Courses**

### **Business Leadership, University of Stellenbosch Business School**

November 2010

### **TOGAF , The Open Group**

June 2011

### **ITIL, Pink Elephant**

February 2010 — February 2010

### **Agile Scrum Master, Scrum Alliance**

November 2014

### **COBIT , Pink Elephant**

April 2010 — April 2010

## **📖 References**

### **Brain Leke from McKinsey**

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