

Theo Hone Tatton Archer

7/10 Cleaveland Road
Parnell
Auckland 1052
022 5749 825
theo@theoarcher.me

Profile

After graduating from the University of Canterbury with a BSc in Mathematics, I moved into the SaaS-based eCommerce company SLI Systems as a full-stack developer.

Two years later I transitioned into the Customer Success team in London as an Implementation Manager (IM). This role comprised of three main responsibilities; project management, pre-sales support, and customer onboarding/training.

I am looking forward to joining a team in which members support each other professionally and personally, in a client-facing role with some level of technical input.

Key Skills and Experience

Problem solving and analysis: During my time as a developer I built upon my fine grain problem solving ability. The IM role required extensive analysis for client requirements gathering during the discovery phase of the implementation/integration project.

Communication: I have the ability to interact with a wide variety of people and build strong relationships. This is demonstrated by my history of managing on budget, on time projects with a variety of businesses verticals, sizes, and locations.

Working in a team: I enjoy working with other people and contributing to a team effort. Team-working ability has been vital to my success as an IM, as the role required me to motivate and influence both internal and external project stakeholders from a range of backgrounds.

Motivated to succeed: I am always looking for opportunities to expand my skill base and build upon my current knowledge. This is demonstrated through my move from Christchurch to London with SLI, and my successful transition from a technical role to a management one.

Work History

Feb 2017 – June 2018

Implementation Manager
SLI Systems, London

Responsibilities:

- Project management for implementation/integration with client's existing systems.

- Pre-sales assistance.
- Client onboarding/training of SLI software to both technical and non-technical staff.

Achievements:

- Successfully managed 20+ implementation projects for vendors including WHSmith, and Iceland Foods.
- Nurturing client relationships to create 'SLI Champions' who carry-over SLI business while moving into new positions within the eCommerce industry.

Dec 2014 – Feb 2017

Full-stack Developer (Client Facing Engineer)

SLI Systems, Christchurch & London

Responsibilities:

- Integrate SLI software with existing client infrastructure.
- Customize/improve SLI products to support a diverse customer base of 1000+ eCommerce websites.
- Provide technical support to clients worldwide.
- Write/maintain internal documentation.

Achievements:

- Worked with SLI's global Customer Facing team to deliver 50+ projects in APAC, NA, and EMEA.
- Joined spike investigation team, using MySQL to identify patterns in non-human traffic.
- Moved to London office where I could focus on the client facing aspect of the role.
- Promoted to IM after displaying excellent communication and people skills.

Dec 2012 – Dec 2014

Camera Operator

Trackside TV, Christchurch

Education

2010 – 2013

Bachelor of Science (Mathematics)

University of Canterbury, Christchurch

Course highlights:

- Consistently received A+ grades for group projects where we used MATLAB to solve systems of differential equations and applied the solutions to real world problems (predator-prey population models etc.).
- Achieved the grade of A- in an advanced Econometrics course, analysing real-world data using Stata and Eviews.
- Given A+ for an individual project using Python and test driven development to create a "Connect-N" game.

Achievements:

- Strengthened my problem solving skills while involved in projects, for

example developing a text analyser in order to produce statistics on word frequency and character count.

1997 – 2010

Prior to University I attended Tamariki School, and Unlimited Paenga Tawhiti Highschool. Both of which have a special character based on the philosophy of self-directed learning.

Referees

Chris Edge

Director of Customer Success, EMEA

SLI Systems Ltd.

chris.edge@sli-systems.com

linkedin.com/in/chrisedge

Matt Brovelli

Vice President of Global Services

SLI Systems Ltd.

matthew.brovelli@sli-systems.com

linkedin.com/in/matthewbrovelli