**Amanda Griffiths**

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Nationality: British National Marital Status: Single

Professional Profile

**A consummate, competent and top-calibre Global Cloud Transformational Programme/ Portfolio / Release Manager with a history of successfully managing large-scale, digital transformation projects, cloud re-platforming on AWS, personnel, client relationships and business stakeholder and product owner coaching with wireframe development. Leadership of high profile banking go live events with continuous delivery and cloud high-availability scenarios with the promotion of DevOps and Cyber Security working practices and patterns. Equally adept at working in high pressure/fast-flowing or measured/carefully-paced environments, applying visionary and dynamic management techniques at every turn. Highly responsive to change with the flexibility to move seamlessly between projects, swiftly assimilating, and effectively communicating, new technologies and processes. Motivated and proactive with enthusiasm for new business challenges.**

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| **Key Point** | **Description** |
| **Role Experience:** | **Role Experience:**   * **Cloud Transformational Programme Lead (Dev Ops)**, **Digital Programme Manager**, Senior Project Manager, Development Manager, Release Manager, **Platform Manager** and ManagementConsultant, **Digital Transformation Manager** |
| **Methodologies used:** | A successful full programme lifecycle utilises the best methodology for the project type within the defined parameters of the Programme or Organisational structure:   * Prince 2, **Agile** (**SAFe)**, RAD, DSDM**, ITIL**, UML, Waterfall |
| **Budget controls:** | Accountable for full financial budgetary control within the programme budget with agreed forecast spend and milestone payments:   * **Budget control:** 100k to **14 million**. |
| **People Management:** | Project/ Programme resource strategy  with  role definitions or alternatively utilising an existing team structure including skills transfer policy:   * **Direct Teams Management:** 1 to 55 (On-shore & Off-shore) * **Matrix Management:**    1 to 32 (On-shore & Off-shore) |
| **Internal / Vendors  management:** | The ability to communicate and manage all levels of stakeholders, programme delivery teams and suppliers’ relationships control:   * **Internal Management:** Steering Committee, Programme Board, End Users and Cross Functional Teams. * **Vendor Management:** Professional Services Suppliers on number of programmes   (i.e. PWC, **Deloitte**, Oracle, **Aqua Sec**, IBM, KPMG**, AWS, Google**, Cap Gemini, BT, HP, Dell, **Microsoft, RedBadger**, ServerPro, **Pivotal** and many more) |
| **Work streams Management:** | All work streams are managed as an standard element of the Programme or platform delivery plan (Full System Life Cycle Deployment):   * **Work streams:** Scoping, Business Processes, Requirements, Development, Testing (incl: functional, non-functional, performance, **Cyber Security** and UAT), Build (incl: environments, infrastructure and **Cloud Adoption**), System Integration, Implementation, Operational and **Service Level Agreement** and **Re-platforming to Cloud (AWS and Auze)** * **Project / Programme controls:** **Business Case**, Planning (incl: from **roadmap** to resource driven plans), Artefact Definitions, Risks, Issues, Actions, Dependencies, Assumptions, Change Control, Quality Management, Communication Plan and Skills Training, **Agile** (incl: **Minimum viable product** (MVP), **Sprint planning**, **Backlog** (creation and grooming), Burn down Charts (Velocity), Relative estimation, **Iterations planning** * **Contracts**: Complete **procurement process (RFX)** withsupplier’s selection and negotiations including Master Service Agreement (MSA), State of Work (SoW) and supplier discovery (NDA – Non disclosure Agreement) |
| **Industry knowledge:** | **Industry knowledge**:   * **Telecommunication**s, **Banking** (**Investment** & Retail), **Finance**, e-Government, Digital Agencies, **Mobile** Phone Operators, Music Download, Video On- Demand (**VoD**), Mobile Gaming, Mobile **Payment**, Oil & Gas, IP TV, **Retail, Advertising**, Shipping, Transport network (Rail, Bus and Tube) and **Cloud Adoption** (**AWS** and **Azure)** and **Gambling online**. |
| **Role Engagements** | **Companies:**   * **Client delivery roles for:** **RBS, Commerzbank**, EUK Entertainment, Vodafone UK, British Telecom, Tesco Personal Finance, Maersk Sealand, Transport for London, Network Rail, RNLI, **RBS, HSBC (Global banking)** and **William Hill** * **Supplier delivery roles for:**  Vocalink (**BACS)**, Red Bee Media (**BBC**), Bankgirocentralen (BGC),  Web Technology Group (**Digital Agency**),  **British Telecom**, Mouchel Parkman, Transport for London (**TfL**) , Baker Tilly (Legal), Society for Worldwide Interbank Financial Telecommunication (**SWIFT)**, Cable & Wireless (SecOps), Monitise (Mobile Payments - Virgin Money, RBS, Visa Europe and Blackberry Money and Telefónica), **HSBC** |
| **E-commence** | * Consumer to business (**C2B**), Business to business (**B2B),** Business to consumer (**B2C)**, Point of sale **(PoS)** |
| **Technologies** | * Platform as a Service (**PaaS**) **- Pivotal cloud foundry (PCF**) , Software as a Service (**SaaS**), **Mobile payments**, Mobile App Development (**Android and iOS**), Service oriented Architecture **(SoA**) , **Oracle**, **Open Source** products, **Virtual Servers (VMS**), PC, Unix, Linux, Mainframe, **Big Data**, **Cloud (Amazon Web Service and Google Cloud Platform)** , Personalisation, Analytics**, Dev Ops**, **GitHub**, **JIRA**, **Slack**, **Docker**, **Containers**, **Jenkins**, **AWS, Azure,** **Kubernetes (EKS)**, **Micro-services**, **Aqua Sec, GitOps** |

Employer: Publicis Sapeint – Nissan Role : Global Cloud Operations Lead

Platform Vision : AWS global platform over three geo regions deliverying content to excess of 200+ Nissan websites with fully intregated marketing and lead genration.

200+ Websites / 310+ EC instances / 100+ Environments / Multiple AWS + GCP services / Multiple Availability Zones

Date of Project: **Feb-19** - To: **Aug-19**

Management Style: **Hands On** - Team Size:  **Global – UK, India and US**

- Suppliers: **1 to 5** (AWS, Google, Mulesoft, Splunk, DataDog, Adobe, AppD)

- Methodologies: **Agile (SAFe), SDLC**

**AWS Cloud Platform - Nissan - Platform Accelerating Customer Experience (PACE)**

* **Experience** - Overall Market and Brands authoring and publishing platform with a toolkit of business features available for use (e.g. Book A Test Drive, Dealer Locator, Inventory etc)
* **Data** – Global Digital analytics (Data Layer, Tagging, Tracking, Reporting & Insights) with referential and operational data (car data, configs, spec etc)
* **Service Integrations** - Ensures the delivery of data required by the Business Features via services which ensures connectivity of the services with the various existing backend systems in use by the Markets & Brands.
* **Data Feed Processing** - Event & schedule-based data flow and data pipeline processing which ensures the ingestion of various data feeds required by the Business Features (e.g. inventory, prices etc.)
* **Cloud Infrastructure** - Regional and scalable infrastructure with network security and isolation and automated provisioning (infrastructure-as-code)
* **Lifecycle** - Ensure quality of services and Operations (Global support model, Security, Monitoring, Performance) so ensure quality of delivery with complete code lifecycle. (Agile SDLC).

**AWS Services: Cloud Trail, Cloud Watch, S3, VPC, Cloud Front, CDN, EC2, Guard Duty, IAM, Lambda, Management Console, RDS, Route 53, Redshift, Inspector, SNS, SQS, Trusted Advisor, WAF and Shield, EKS (Kubernetes), Elasticache**

The Operational service mission to facilitate update the architecture from EC2 instances to the use EKS (Kubernetes, container) with architecture evolution and cost optimisation and DevOps best practices from original 2014 design.

1. Build repeatable patterned based solutions and enable multiple team to benefit on pervious development and discoveries.
2. Full automated infrastructure as code for all cloud services (Terraform and AWS CLi)
3. Developer toolkits for containers and continuous integration and deployment (CI/CD) pipeline for re-use.
4. Security compliance framework controls and patterns to promote secure use of cloud first projects.
5. Ensure team use of technologies are right for the solution and automation on the cloud.
6. Create a global view of requirements all Nissan team to define the priority /road mapping of technology defaults readiness and target maturity **–** Big Data, Data processing, operations, networks, content, non- functional requirements, compute, non-security tooling and application integration

**PACE: Technical Specification**: **Jira, Jenkins, Bamboo, Bitbucket, JMeter, Webhooks, Linux, Docker, Node.js, CoreOS, AWS services, Kubernetes (KOPS and EKS), Mulesoft Runtimes Fabric, Nexus 3, Python, Maven, Terraform, AWS Cli, Proxies (Tomcat and nginx), Splunk, App Dynamics, ADFS, XML**, **Hashicorp Vault, Adobe, Adobe (SaaS cloud), Apigee API Management, Mongo DB, Social networking API (Facebook etc)**

**GCP Cloud Platform - AI Driven Customer Insights and Hyper-Personalized Experiences**

* **Reduced Time to Insights -** Leveraged machine learning and large-scale distributed processing to extract key insights in days rather than in months.
* **Know More -** Uncovered hidden behavioral patterns and mapped to path to purchase funnel. Predicted intent for visitors only by analyzing their online journey. Identified prospective and serious buyers among millions of online visitors [e.g. 32K potential buyers among 10M visitors for Nissan France]
* **Action on Insights -** Identify specific friction points in visitors journey and made recommendations (i.e “Testimonial” as candidate) Provided hyper-personalized experiences using predictive models in real time (i.e Top level banner, Recommended Car Models and CTA ( Click to Actions))

**GCP Services: Spark – Data Proc, Nginx, Flask, Gunicorn, docker, Kubernetes, Cloud Storage, Cloud-SQL, Big-Query, Cloud-ML (machine learning), airflow and APAC region**

**Role and Responsibilities**:

1. Playing the leading role for PACE-Nissan on the Cloud target operational model to improve current service levels and KPI on monthly service
2. Promoting cloud best practice and principles with full automation and service recovery and DevOps best practice.
3. Ensuring effective quality assurance and the overall integrity of the programme - focusing inwardly on the internal consistency of the programme, and outwardly on its coherence with infrastructure planning, interfaces with other programmes and corporate, technical and **DevOps** specialist standards for **Live Operational** within ‘**Public Cloud’**
4. Provide technical-functional leadership for the services provided for our existing cloud-based operational services for AWS and GCP.
5. Ensure business operations are disruption with the agreement Operational service levels an
6. Help translate and explain existing cloud infrastructure cost breakdown and provide strategy to right size with cost optimisation to reduce monthly billing,
7. Lead the design, planning and implementation of complex cloud infrastructure changes with no regional outage.
8. Affective communication with the client’s business requirements into systems design, including high availability, disaster recovery and cut over planning.
9. Verify technical feasibility and validate solution options for the requirement as part of feature and solution design.
10. Ensure platform implementation follows Cyber security best practice and compliance Nissan global security standard
11. Establish high and mid-level project plans with client and teams.
12. Operate in accordance to cloud ITIL processes for IT Service Management
13. Manage performance and capacity issues / risk
14. Support business development and proposal work

Employer:William Hill Group - Role : Cloud Programme Mgr (interim)

Project Type : Business transformation into the public cloud to enable business expansion plans.

Date of Project: **Sep-18** - To: **Feb-19**

Management Style: **Hands On** - Team Size: **Global & Direct 1 to 12**

- Suppliers: **3** (AWS, ClaraNet and ProServer)

- Methodologies: **Agile (SAFe) / Waterfall**

**Cloud Migration Programme:**

The creation of the cloud migration programme to help facilitate William Hill’s 12,000 servers on premise estate (physical, virtual and private cloud), distributed across nine business units and 700+ online applications to migrate over 18 months timeline encapsulating:

**Migrate to Micro-services and Containers platform (PaaS, SaaS, Kubernetes (EKS), Dockers)**

* Application and workload migrations analysis in collaboration with each business unit:
  + Risk Categories – Assigning risk category on a matrix of severity and responsibility in order to determine this risk category of migration
* Cost Categories – The cost category for cost of time along with costs relating to man-hours required to migrate and necessary skill and resource profile.
* Priority Categories - Prioritising application workloads and categorisation to align with business objectives and delivery challenges.
* T-shirt Size Estimates - Estimate of migration time for each workload analysis and workload mapping phases then extrapolate a cost with each business unit.
* Method of Migration -High-level plan of best practice of migration incorporating the 6R’s methodologies (Rehost, Replatform, Repurchase, Refactor, and Retire)
* Total Cost of Cloud Ownership – Migration Bubble, Total cost ownership, Cost optimising, Payback period and business value realisation ()

**Role and Responsibilities**

1. Strategises and takes a holistic approach to identifying and managing dependencies across agile projects within the portfolio
2. Creates the conditions (e.g., staffing, budgets) to enable success of individual projects in the agile programme
3. Leads and motivates multiple project and teams to achieve programme goals
4. Solves problems escalated by project or other programme stakeholders
5. Monitors overall programme budget, anticipates shortages
6. Produces programme-level artefacts that aggregate information from individual projects
7. Collaborates with project managers to ensure stakeholder satisfaction with programme/project objectives.
8. Carry out programme activities using a agile programme/project management package.

Employer: HSBC (Global Bank) Role : Cloud Transformation Prg Mgr

Programme Vision :Digital banking transformation into the public cloud to enable business expansion plans.

Date of Project: **Mar-17** - To: **Sep-18**

Management Style: **Hands On** - Team Size: **Matrix Mgt & Direct 1 to 12**

Project Budget: **1.3 Million (Direct Budget)**  - Suppliers: **1 to 5** (AWS, Pivotal, Red Badger, Mulesoft, Aqua Sec)

Project Length:**18 Months** - Methodologies: **Agile (SAFe)**

**Digital Cloud Programme:**

The Cloud programme mission to facilitate HSBC project teams to utilise **AWS Services** in order accelerate **cloud first/native** adoption and policy within the bank in secure manner to ‘Live Operations’

* Cloud adoptions 10-point front door project engagement process across the bank for use public cloud:
  1. Business Case **(2)** Business sponsorship and funding **(3)** Service Tier levels considerations **(4)** Data and Security considerations **(5)** Regulatory Compliance **(6)** Solution architecture and Target design **(7)** Quick start Proof of Concept or Full Production Service **(8)** Network connectivity requirements **(9)** AWS Region Selection **(10)** Resourcing the Project and DevOps Operations and Process.
* Build repeatable patterned based solutions and enable multiple team to benefit on pervious development and discoveries.
* Full automated infrastructure as code for all cloud services (Terraform and AWS CLi)
* Developer toolkits for containers and continuous integration and deployment (CI/CD) pipeline for re-use.
* Security compliance framework controls and patterns to promote secure use of cloud first projects.
* Ensure team use of technologies are right for the solution and automation on the cloud.
* Create a global view of requirements all HSBC team to define the priority /road mapping of technology defaults readiness and target maturity – **Big Data**, Data processing, operations, networks, content, non- functional requirements, compute, non-security tooling and application integration.

**AWS Services: Cloud Trail, Cloud Watch, S3, VPC, API Gateway, Cloud Front, DynamoDB, EC2, Guard Duty, IAM, KMS, Lambda, Management Console, RDS, Certified Manager, Direct Connect, Route 53, Redshift, Glue, Inspector, Codebuilder, SNS, SQS, Trusted Advisor, WAF and Shield, Kinesis, EMR, EKS, Glacier, Cloud HSM V2, Splunk, App Dynamics**

**Micro-services and Containers platform (PaaS, SaaS, Kubernetes (EKS), Dockers)**

The project to provide Platform on-demand infrastructure-as-code as zero touch deployment and health checks utilising Kubernetes and Docker to run HSBC global journeys an agnostic Micro-services platform. This provides the concept of the Micro platforms and AWS can provide suitable platform to run HSBC productions services.

* Proven technologies for ‘Container ‘(Dockers) and ‘Containers Orchestration’ (Kubernetes), to enables developers to develop using toolset, CD/CI pipeline and deployment platform.
* Provided a continuous deployment patterns for micro platforms in AWS for HSBC
* Provided a platform for running container on AWS which is portable and ‘Production Ready’
* Provided evidence that AWS is suitable platforms to host HSBC global user journeys
* AWS configured with relevant controls to meet HSBC cyber security standards.
* Provided global containers security standards cross cloud (Azure, Google and AWS)

**Technical Specification**: **Jira, Jenkins, GitHub, Webhooks, Calico, Istio, Docker, Linux, Alpine, Docker, Node.js, Rabbit MQ, MQ IP, Aqua Sec, CoreOS, MiniKube, AWS AWS services, Kubernetes (KOPS and EKS), Mulesoft Runtimes Fabric, Spring Boot framework, Nexus 3, Python, Maven, Terraform, AWS Cli, Cloud HSM V2, Proxies (Squid and nginx), Kubernetes Argo, GitOps, , Splunk, App Dynamics, ADFS, XML**

**Role and Responsibilities**:

1. Planning and designing the programme and proactively monitoring its progress, resolving issues and initiating appropriate corrective action
2. Defining the programme's governance arrangements from Development to complete ‘**Go-Live’** and **Dev Ops Operations**.
3. Ensuring effective quality assurance and the overall integrity of the programme - focusing inwardly on the internal consistency of the programme, and outwardly on its coherence with infrastructure planning, interfaces with other programmes and corporate, technical and **DevOps** specialist standards for **Live Operational** within ‘**Public Cloud’**
4. Managing the programme's budget on behalf of the SRO, monitoring expenditure and costs against delivered and realised benefits as the programme progresses
5. Facilitating the appointment of individuals to project teams with Dev Ops recruitment and skills training.
6. Ensuring the delivery of new products or services from projects is to the appropriate level of quality, on time and within budget, in accordance with the programme plan and programme governance arrangements into ‘Live Operations’
7. Ensuring there is allocation of common resources and skills within the programme's individual projects
8. Managing third party contributions (internal and external suppliers) and to the programme
9. Managing communications with all stakeholders from Board level to Technical Go-Live implementations
10. Managing both the dependencies and the interfaces between projects
11. Managing full programme's lifecycle and checkpoint controls (incl: Risks, Actions, Dependencies and Issues)
12. Working with the business change manager or equivalent on the transition to the **new business as usual position.**
13. Initiating extra activities and other management interventions wherever gaps in the programme are identified or issues arise
14. Reporting the progress of the programme at regular intervals to the SRO or programme director if this role is also defined.

Employer: RNLI - Lifesaving Activity Reporting (LSAR) Role : Digital Programme Mgr

Project Type: Cloud based User Interface (UI) /Data Capture /Data Migration /Extract, Transform and Load (ETL's) /Business Analytical Data Warehouse

Date of Project: **Jun-16** - To: **Mar-17**

Management Style: **Hands On** - Team Size: **Matrix Management**

Project Budget:  **1.3 million**  - External Suppliers: **3**

Project Length: **10 months** - Methodologies: **Agile**

**Programme Background:**

As part of a wider programme, the RNLI Lifesaving Activity Reporting (LSAR) project has delivered an intuitive and user-friendly solution for the recording and management of an enhanced range of lifesaving activities, replacing use of the SAP Return of Service processes and enabling improved reporting and analytics.

* The LSAR programme delivered the following key objectives:
* Provides a robust, reliable and secure platform on Azure.
* Enhanced the user experience by providing a user-friendly, web-based User Interface (UI)
* Presents the user with tailored content and questions/answers in a logical progression, based predominantly on previous answers
* Is based on the principles of incident-centric reporting, thereby enabling significantly improved reporting of activities undertaken by multiple Search and Rescue (SAR) units.
* Is designed, where appropriate, to enable business users to update specific functions and underlying data, such as business rules, rather than relying on IT support
* The range of activities to be covered by LSAR will provide additional data to the RNLI, which in turn will enable more informed decision making, both within the RNLI and in a wider external national and International context. (The LSAR System is used in the UK, Republic of Ireland and the Crown Dependencies.)
* The solution provided foundation platform for later development which provided real benefits of improving efficiency and effectiveness and maximising the payback.
* Wider organisational transformational and working practices
* Adoption of Agile methodology and principles with in the RNLI from velocity management, sprint planning and backlog creation and reporting.
* Introduction of Cloud infrastructure, capacity on demand, full automation and recovery with security controls and practices into the RNLI as organisation.
* Enabling the RNLI to build Dev Ops capabilities and ‘Live Support Operations’ to support the platform and Live incidents.

Technical Specification: **GitHub, Jira, Test plan, PHP framework and add-ons, Azure, Ms SQL, Ubuntu, Micro- services, ADFS, LDAP, XML, JSON, Phyton and Webhooks**

**Role and Responsibilities**:

1. Work closely with the Transformation Programme Manager to manage the scope and deliverables of the Programme
2. Establish and maintain effective relationships with the Business Systems Modernisation Programme (BSMP) Workstream Leads, business leads, user representatives and IT Services colleagues to ensure the programme delivery meets business needs and requirements
3. Responsible for the management and delivery of the programme plan, working closely with the technical partners to ensure effective planning and management of implementation
4. Responsible for working closely with BSMP, business leads, user representatives and IT Services colleagues to establish and implement an effective test strategy and cycle
5. Responsible for ensuring efficient and appropriate processes, procedures and practices are in place to support clear, consistent and collaborative programme team delivery
6. Responsible for providing regular governance reports to the Transformation Programme Manager, Programme Board and Sponsors, including the management of risk, change and quality assurance
7. Work with finance and programme team colleagues to prepare and manage the LSAR programme budget costs
8. Responsible for ensuring delivery of all technical developments from design to delivery
9. Establish and maintain relationships with key stakeholders ensuring continued understanding of the organisations requirements for the programme
10. Responsible for working with colleagues and supplier partners to create and maintain resource plans that ensure delivery of the programme plan
11. Work closely with the Transformation Change Workstream Lead to ensure due consideration of business readiness activities is given and reflected accurately in the programme delivery plan

Employer: Monitise Role :Global Digital Transition /Programme Mgr

Project Type : Digital Transformation, Mobile Banking, Payments and Cloud APIs

Date of Project: **Oct-13** - To:  **Jun-16**

Management Style: **Hands On** - Team Size: **15 direct with Matrix Management**

Project Budget:  **£500’k to 5.1’ m**  - External Suppliers: **5 (on-shore and off-shore)**

Project Length: **4 to 8 months**  - Methodologies: **Prince 2, Agile, Waterfall**

**Programme Background:**

Monitise programmes to develop the RBS Mobile Banking service – the UK’s most popular mobile banking service, 4m users, £40bn annual mobile payments, responsible for 25% of all RBS Group transactions. After working on number of Monitise accounts which include mobile banking services over the period of 2.5 years which included Virgin Money, Co-op Bank, HSBC, Mark & Spencer, Visa Corp, Visa Europe and all other Monitise clients.

* RBS / NatWest / Willams & Glynn Programme achievements:
* Turnaround of £5m upgrade programme to eliminate RBS mobile banking outages and reach 99.95% uptime SLA (cited by RBS IT Chief as the leading example of RBS technology improvement: http://www.rbs.com/news/2015/february/building-a-strong-foundation.html)
* Established ability to ‘deliver to plan’: introduced product-based planning and delivery control methods, new resource capacity planning and risk-led stage planning.p
* Client Management transformation: restored trust from senior executives with promotion of transparent planning and successful on-time delivery
* Other programmes
* Mobile Banking Product management enchantments and strategic roadmaps development (Cloud bases services and API integration)
* Global Release and Portfolio Management of number of clients and requirements.

Technical Specification: **GIT, Jira, Splunk, Gerrit, Puppet, Jenkins, Google Apps, Solaris, Red Hat, Unix, Java 1.8, Glassfish, Apple xCode, Android Developer Tools, Oracle Enterprise 11g RAC, XML, SQL, .J2EE, Java, Web services, cloud computing, ESX VM, Google Cloud platform, Amazon Web Services (AWS), Mobile Realtime App Analytics (localytics.co.uk)**

**Role and Responsibilities**:

1. Initial requirements gathering with user journey development with wireframe product development of mobile banking.
2. Cloud SDK and API service integration into Amazon Web Service (AWS) and Google Cloud Platform,
3. Overall responsibility for enhancement, maintenance and upgrade of applications using AGILE methodology for effective delivery.
4. Manage Release and Portfolio schedule and key milestones across all participating teams/programs/projects.
5. Identify and communicating dependencies and between streams.
6. Strategic Product roadmap for key Monitise accounts and requirements alignments.
7. Perform release and programme impact assessments
8. Facilitate cross-program planning to manage dependencies and resolve conflicts for a given Programme and Release
9. Perform release impact assessments.
10. Integration in numerous banking system (RBS, Virgin Money, Co-Op and Mark & Spencer)
11. Ensure that projects that impact are tracked at an enterprise programme /release level.
12. Managing, sequencing and scheduling of tasks and activities with an emphasis on PMM
13. Implement Software Development life cycle best practices
14. Production of Development Management Process from conception to full PROD Service rollout.
15. Maintain Quality Checks and Configuration Management work-flow.
16. Manage the preparation and regular update of the Schedule against which all deliverables are monitored and controlled to all level of management (Board Level)
17. Report progress in compliance with the Programme Execution Plan mandate & Milestone complementation.
18. Relationship and stakeholder management internal & external suppliers to ensure delivery of required components.
19. Change Control management process including process of third party suppliers.
20. Advise on appropriate quality criteria, useful checklists and attendees Quality Reviews with third part supplies

**Implementation Work-stream:**

1. Implementation Plans for Back End & Front End deliverables into Pilot & Production.
2. Create & implement SLA’s with all stakeholders and external suppliers and communications plans.

**Operational Support & Development Work-stream:**

1. Ensuring Dev Ops is engaged from conception to FULL live system as all operational aspects of the LIVE service.
2. Create & implement SLA’s with all external suppliers.

Employer: Network Rail Role : Digitial Portfolio Programme Mgr

Project Type: Full platfrom system life cycle for Mobile Enterprice Application Platform (MEAP)

Date of Project: **Jun-12** - To:  **Oct-13**

Management Style: **Hands On** - Team Size: **15 & Matrix Management**

Project Budget:  **5.4 Million + (£’s)** - External Suppliers: **5 (on-shore)**

Project Length:  **13 months** - Methodologies: **Prince 2, Agile, ITIL**

**Project Background:**

Network Rail wish to deploy a Mobile Enterprise Application Platform (MEAP) to ensure consistent, repeatable and robust mobile application development. The purpose of the MEAP will be to enable the development of applications that will rapidly deliver business data to Network Rail’s mobile workforce, optimising their interventions and daily work routines.

A Network Rail Mobile platform will need to interact between Network Rail’s businesses/routes (B2B), employees (B2E), and future customers (B2C).

The solution will include the following key components:

* Mobile Back-End as a Service (MBaaS) – provides an extension to Network Rail’s SOA for data connectivity facilitating secure data access for mobile app clients
* Mobile App development and deployment environment – a set of tools, APIs, and Javascript libraries, which will allow Network Rail to develop mobile applications (both Cloud and Client components)
* Reporting and Management – an integrated dashboard for managing the status of mobile applications on individual handsets, all MBaaS components, and detailed app usage reporting and analytics

Technical Specification: **Balsamiq Mockups, Assembla, GIT, Sencha Architect, Sencha Touch, Google Apps, Weinre, JetBrains WebStorm IDE, Apple xCode, Android Developer Tools, Node.jsSOA architecture, Apache, LDAP, Oracle Enterprise 11g RAC, XML, SQL, .J2EE, Java, Web services, VM, cloud computing, ESX,**

**Role and Responsibilities**:

1. To plan and oversee the successful control of the release and rollout of software, implementing efficient procedures for the control, distribution and installation of changes within the release. This includes the packaging and deployment of software within the NRIM IT infrastructure.
2. To provide the correct distribution and/or updating of software, including patches, fixes and annotations and package approved software, using the defined process. To provide a consistent, approved and stable software environment in a cost efficient manner.
3. Deliver Release Management as fully integrated with other Service Management areas and within the rest of NR.
4. Preparation of the Release Execution Plan and cutover planning for the execution of all release activities in accordance with the Business Operating Procedures and specific Business requirements
5. Stakeholder management with all business owners with the within NR.
6. Ensure delivery of the high level and detailed architecture of the SOA mutli channelled platform to quality standards.
7. Manage the preparation and regular update of the Release Schedule against which all deliverables are monitored and controlled to all level of management (Board Level)
8. Report progress in compliance with the Release Execution Plan mandate & Milestone complementation.
9. Relationship and stakeholder management internal & external suppliers to ensure delivery of required components.
10. Change Control management process including process of third party suppliers.
11. Advise on appropriate quality criteria, useful checklists and attendees Quality Reviews with third part supplies

**Implementation Work-stream:**

1. Test all back out plans for the implementation of the Release
2. Implementation Plans for Back End & Front End deliverables into Pilot & Production.
3. Decommissioning of obsolete systems and ‘End of Life’ hardware
4. Create & implement multi-corporate end to end support framework for 24x7 operations including fault resolution process flows.
5. Create & implement SLA’s with all stakeholders and external suppliers

**Operational Support & Development Work-stream:**

1. Create & implement multi-corporate end to end support framework for 24x7 operations

Help desk definition and implementation

Cross co-ordination of calls & data centre management.

Incident resolution

1. Ensuring of corporate security standard (BS 7799) and intrusion detection system rules are met and enforced.
2. Create & implement SLA’s with all external suppliers.

Employer:Red Bee Media (Playout for BBC) Role : Digital Project \ Programme Mgr

Project Type: Media Management, Delivery, Syndication, Multi-platform hosting

Date of Project: **Jun-11** - To:  **Jun-12**

Management Style: **Hands On & Off** - Team Size:  **Matrix Management**

Project Budget:  **100k to 1.2 million (£’s)** - External Suppliers: **2 (Off-Shore)**

Project Length: **1 year** - Methodologies: **Prince 2, Agile, ITIL**

**Project Background:**

Digital platform on SOA architecture for different media channels with contribution, ingestion, content management, protection, web hosting, distribution, web services, IPTV Playout and Electronic Programme Guide (EPG) with the following business services:

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| **Media Management** | Building on our unique back-story in linear playout, specialists in all aspects of digital content, metadata and workflow management for end |
| **Multi-Platform Identity** | TV brand identity used to be a simple affair: a dancing logo, some music and a polite voiceover |
| **User Interface Design** | Lending high quality design with the latest technical know-how, we create eye-catching and intuitive brand experiences across many media. (IPTV ie iPlayer, Channel 4, ITV and UKTV) |
| **Media Delivery & Syndication** | Connect content to viewers across multiple platforms and devices. Whatever and wherever the screen, we’ll help you find new ways of monetizing your media. |
| **Electronic Programme Guide (EPG)** | Teleview - which provides EPG for most of UK and Europe. (BBC, C4 C5, Sky etc) |

**Technical Specification**: SOA architecture - Durpal 7+ (UI & CMS), Chordys V4.1, Transcoders – Ardome V4+ & Rhozet, Mule V2+ (ESB) JBOSS 6.1, Vidispine (Media Asset Management), EPG – Teleview – Progress V7+, VM’are, Linux.

**Portfolio Delivery**

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| **Channel 5 DR service** | Full DR delivery from conception to delivery for full playout capability and DR testing. |
| **BBC HD feeds for Virgin Media** | Delivery of existing HD feeds rollout infrastructure to Virgin Media |
| **Teleview (EPG) Request for Proposal (RfP) procurement process** | Create and run process from conception to full investment board approval for hardware refresh and application modernisation of application. |
| **Human Centric Workflow RFP procurement process** | Create and run process from conception to full investment board approval to workflow for full media asset delivery process. |
| **Burberry Bid & Pitch** | Full estimates for development, hardware, Statement of work (SoW), contracts, resourcing and delivery planning with normal risks, issue and dependencies defined include proposals. |

**General Role and Responsibilities**:

1. Stakeholder management with all business owners with the within RBM and clients
2. Manage the preparation and regular update of the Project Schedule against which all project deliverables are monitored and controlled to all level of management (Board Level)
3. Ensure delivery of the high level and detailed architecture of the SOA mutli channelled platform
4. Manage the preparation and regular update of the Project Schedule against which all project deliverables are monitored and controlled to all level of management (Board Level)
5. Report progress in compliance with the Project Execution Plan mandate & Milestone complementation
6. Identify, review and manage project risk avoiding/minimising financial & project exposure
7. Relationship and stakeholder management internal & external suppliers to ensure delivery of required components
8. Create & devise financial budget of internal & external suppliers and work stream management

Employer: Transport for London Role :Digital Portfolio Programme Mgr

Type: Full platfrom system life cycle for multi channeled digital architecture

Date of Project: **May-10** - To:  **May-11**

Management Style: **Hands On** - Team Size: **10 & Matrix Management**

Project Budget:  **13.3 Million + (£’s)** - External Suppliers: **12 (on-shore & off-shore)**

Project Length: **12 Months** - Methodologies: **Prince 2, Agile, ITIL**

**Project Background:**

Cross channel digital platform with full single sign on capabilities on SOA architecture for different media channels and various business functions.

* + Across different media: an integrated digital platform integrates products and services across Web, WAP ,Mobile applications (J2ME) e.g.
    - Internet products and services
    - Mobile products (NFC) and services: SMS, MMS, mobile applications, WAP portal, iphone, Android etc.
    - Television products and services
    - Over the Air (OTA) mobile application delivery platform including

The integrated digital platform provides each audience with specific or customized products and services according the audience's profile, interests and behaviour history

Technical Specification: **SOA architecture, Apache W02, SMS, MMS, SSO, NAM, Sentinel, e-directory, LDAP, Oracle Enterprise 11g RAC, Linux 5.5, Apache, Win 08 EE R2, XML, SQL, .J2EE, J2ME, Java, Web services, FTP, 1500+ support of mobile devices, iphone, Plone, mWay, SMS, VM, cloud computing, ESX.**

Employer: Commerzbank Role : Senior Release Manager

Project Type: Trading Systems (Back Office)

Date of Project: **May-09** - To: **Apr-10**

Management Style: **Hands On** - Team Size: **8 & Matrix Management**

Project Budget:  **1.2 million Opex budget** - External Suppliers: **13 (onshore & offshore)**

Project Length: **12 Months** - Methodologies: **Prince 2 & RAD**

**Project Background:**

Controlling all business applications software releases and cross system co-ordination to ensure smooth delivery of changes and fast to market solutions for a dynamic investment banking market.

**Technical Specification**: **Gloss HV, SmartStream, TML and Cowias, Swift, Crest, Fidessa, ICV, Murex and Bloomberg**

**General Role and Responsibilities**:

1. Preparation of the Project Schedule for the execution of all project activities in line with specific Business requirements
2. Stakeholder management with all business owners with the bank.
3. Weekly reporting to Programme Board level on the Changes Schedule against business delivery requirements. (Project Status, Progress against Budget Spend, Risks, Issues and Dependencies).
4. Relationship management internal & external suppliers to ensure delivery of required components against Programme quality criteria. (Enhancements & bug fixes)
5. Direct, motivate and influence team members to ensure all individual, team objectives are achieved.
6. Define Release contents of multi projects into a Release for distributed platform and server systems.
7. Implementing configuration management best practices.
8. Manage code from development into testing and delivering to production and IT Back Office testing environments (28 environments)
9. Introduction of Release Management strategy and control into Commerzbank

**Work-stream Management:**

1. Global WAN configuration and communications.
2. All environments configuration and deployment
3. Development quality management
4. System Testing.
5. UAT Testing.
6. Implementation support.
7. Implementation in Pilot & Production
8. Implementation support & operational fixes

Employer:Vocalink Project Role :Programme /Project Manager

Project Type: European Cash Payment System (direct credit and direct debit)

Date of Project: **May-08** To: **Apr-09**

Management Style: **Hands On** Team Size: **10**

Project Budget: **4.2 million Capex Budget** External Suppliers: **9 Vendors**

Project Length: **12 Months** Methodologies: **Prince 2,** **Agile, ITIL**

**Project Background:**

The scope and scale of our operation will allow Bankgirocentralen (BGC) to offer the Swedish banking community an expanding portfolio of low-cost services, which will initially include direct credit and direct debit. Build the infrastructure that would allow the per year transaction volumes:

* 720 million payment transactions , 100 million online transactions, 12 million images , 300,000 changes / cancellations, 4 million debit and credit files, 20 million mandates, 4 million new mandates, 2 million cancelled mandates, 922,000 Bankgiro numbers representing 642,000 companies, 160,000 creditors using the internet service

**Technical Specification**: Three Tier Architecture, Solaris, Oracle Enterprise 11g, Oracle Bi-Publisher, Apache, i3 ,XML , J2EE, Fabric, Java, Web services, FTP, IBM MQ, BEA Weblogic, Quality Centre

Employer: Entertainment UK Project Role : Programme / Project Manager

Project Type : Business to Business & Business to Consumer - Digitial content vault & whitelabel Storefront

Date of Project: **Apr-07** To: **Mar-08**

Management Style: **Hands On** Team Size: **10 Matrix Management**

Project Budget: **1.2 Million (£’s)** External Suppliers: **3 vendors**

Project Length: **11 Months** Methodologies: **Agile \ SCRUM**

**Project Background:** Entertainment UK unveiling a service which offers huge promise to content owners, aggregators, distributors and consumers alike. With Entertainment acting as the one-stop enabler for the distribution of content, with the ability to protect content with Digital Rights Management (DRM) software, the platform will legitimise file downloads for all providers. Working with a range of technology partners to allow delivery of a quality digital entertainment and multiple channelled (Broadband, WAP, G3). The platform also has flexible billing options including with white label generic web storefront for different brands.

**Project Scope:**

Create content enabling platform for B2B which incorporates: (www.real.com)

Contribution, Ingestion, Content Management, Protection, Web Hosting, Distribution and Web Services)

Core elements:

* Download Music on Demand (1.6M+ tracks)
* Download Film / TV on Demand (2000+ films)
* Download Gaming (200 + games)
* White label Storefront and subscription model

**Technical Specification:** **Three Tier Architecture, Linux, Oracle 9i, Ms SQL, JBOSS, Apache, Helix, Windows Media Server, Real Helix , LDAP, XML, Web services , Java 2 ((J2EE, JDBC, Servlets, EJB), and Ms .Net,**

| **Title** | **Company** | **Summary of Responsibilities** |
| --- | --- | --- |
| **Senior Project**  **Manager**  Sep-06 to Apr- 07 | **Vodafone UK**  **(Newbury)**  Mobile Games platform Migration  Business as Usual Mobile Micro sites  (Ringtones, wallpaper, Music, IPTV, )  Internet New Mobile (eBay)  (Business to Business)  Methodology: Prince 2 & Agile | **Mobile On-Net Micro sites Development & On-Net Mobile Games Platform Migration**   * Business as usual delivery on Vodafone Live! mobile portal.   + Process development for BAU Stream.   + Co-ordinating all area’s from marketing to development on project priorities across BAU Programme.   + Delivering numerous Microsites from initial requirements to Production launch in all areas of content delivery:     - IPTV channels     - Music     - Games     - SMS * Mobile Games platform migration of Vodafone Live! Content.   + Live platform migration and service to NEW platform     - 40 Content Partners |