**Summary of Qualifications**

An AWS/SAP Certified Enterprise/Solution Architect with over 18 years of progressive experience deriving business value from IT investments within global FMCG & Hi Tech companies; excellent with SAP (S/4Hana, IBP, Ariba, C/4 Hana, Hybris) but also comfortable with Salesforce, MS Dynamics, JDA, ServiceNow etc with good understanding of SaaS, PaaS, IaaS architectures incorporating Databases, SOA, APIs, Microservices and integration styles on AWS Cloud, SAP Cloud Platform and on premise middleware (enterprise service bus).

* **Proficient at using Enterprise architecture** to demonstrate the business value of IT assets, creating end to end traceability of IT assets, defining programs and architectures that realizes corporate strategy and drive value
* **Relentless at identifying pockets of untapped value** within business processes and continuously looking for opportunities to simplify and rationalise the technology stack to achieve cost efficiencies while increasing the pace of innovation through frequent experiments.
* **Adept stakeholder manager and a natural collaborator,** liaising with business leads, product owners and key suppliers while participating in project delivery governance, steering boards and strategy forums, focusing on and contributing to the long-term business objectives and strategic targets.
* **An effective and inspirational communicator, facilitator and influencer**, leading the creation of solutions that enable positive customer outcomes, eloquently balancing people, processes and technology to achieve this.
* **Strong leadership skills**, providing technical leadership during the development, build, test and deployment phases, assuring solutions adhere to the planned architecture and all functional and non-functional requirements are satisfied.
* **Commercially astute,** has entrepreneurial drive and acts decisively to ensure the selection of technologies delivers best value solutions with a sustainable whole lifecycle cost while balancing functional, service quality and operational management requirements
* **Creative organizational change management experience,** galvanizing stakeholders to focus on maximizing cost benefit of IT workloads, business continuity, agility and flexibility, API first strategy, cloud first strategy and security first strategy across all enterprise architecture domains.
* **Fluent in various architecture patterns and styles**, proficient at crafting highly scalable, flexible and resilient cloud architectures that address business problems and accelerate the ability for businesses to innovate.
* **Innovative architectural thinking,** with ability to combine a deep understanding of business processes (ERP and CX), industry best practices and architectural patterns to drive cloud transformation initiatives.
* **Proficient at building fit-for-purpose intelligent architectures incorporating SOA, APIs, Microservices etc** that enable continuous development, integration, testing and delivery of business services to support an agile response to regulatory or compliance changes, changes in customer requirements, bringing products to market faster or to find new ways to create savings and open doors to profit driving opportunities.

**Experience**

**pentland brands** – FASHION APPAREL & FOOTWEAR March 2019 – JUNE 2019

**Business Solutions Architect – Digital Supply Chain – Omnichannel**

Pentland Brands is a global business supplying some of the most loved apparel and footwear brands to millions of people around the world. Brands include Speedo, Berghaus, Canterbury of New Zealand, Endura, Mitre, Ellesse, Boxfresh, SeaVees, KangaROOS and Red or Dead.

* Instigated the alignment of PMO delivery standards to TOGAF Architecture Development Method to ensure solution architectures are consistent, reflect the needs of the stakeholders, employ best practices while giving due consideration to both current and future needs of the business.
* Led formal processes to elicit business requirements to automate e-commerce returns; designed solution architecture for a self-service returns portal; designed integrations to e-commerce websites, Salesforce, JDA WMS, SAP, WorldPay and logistics partners for shipping labels.
* Instigated e-commerce re-platforming based on headless and microservices architectures; data project to develop a “360 Customer View” for the “direct to consumer” business to ensure a customer has one golden record that has up to date contextually relevant data which is shared across all experiences.
* Developed highly scalable and resilient interface to enable Pentland to connect to ZALANDO, the largest fashion marketplace in Europe with 3million visits per day; developed interface designs for product and price master data feeds, stock updates, retrieving orders from Zalando, order status notifications, returns updates and carrier integrations. Consumers place orders on Zalando with order fulfilment being done by Pentland.
* Developed strategic planning “plug and play” frameworks (Target Operating Models) for accelerated onboarding of M&A brands (brands in existing markets, brands in new markets, license brands), aligning acquired brands with our business models (wholesale, distributor, direct to consumer, license), and integrating systems to maximise synergies.
* Developed WMS automation solution blueprint of Unit 2 based on JDA warehouse management system, customs duty management system, warehouse labour management system. Developed interface designs to SAP, E-commerce platforms, HMRC and Metapack for transport carriers.
* Technical Lead for the project to seamlessly disengage DHL and onboard Kuhne + Nagel for inbound logistics; designed sFTP integration specification to transit open purchase order data from SAP to Kuhne + Nagel system so suppliers can easily book their shipments. Second phase of the project was to establish a full EDI connection.

**OKI EUROPE LIMITED** – EMEA + russia - HIGH TECH May 2018 – FEB 2019

**Senior Business Analyst/Business Architect – Digital Transformation - SAP S/4Hana**

OKI Europe Limited is the European entity of OKI Data Corporation (Japan) with 21 offices in EMEA+ Russia, supplying over 1200 SKUs of general and 3D printing hardware, consumables, spare and internet of things devices

* Accountable for developing 2 year digital transformation roadmap to move SD/MM operations from SAP R/3 to SAP S/4Hana, translating business requirements to define “to be” solutions architecture and compiling a portfolio of projects to address business function needs within architectural governance.
* Used AWS services and practices to deliver enterprise artefacts and tools to guide the organisation in the delivery of the target production landscape to realise the business vision in the cloud
* Mapped “as is” Enterprise Architecture with “systems of engagement “ applications surrounding a core of “systems of record” linked by an on premises enterprise service bus; produced application portfolio dashboard showing TIME analysis, interface inventory, applications with highest costs, applications with highest strategic value, applications with highest technical debt etc.
* Designed and implemented IT Governance Framework to facilitate decision making in 5 key areas: IT Principles, Architecture Principles, IT Infrastructure Strategies, Business Applications Needs, IT Investment and Prioritisation
* Facilitated “fit to standard” functional design workshops for SAP S/4Hana with cross functional business users, captured delta requirements and gaps on the backlog; translated functional designs into technical designs for the solution.
* Facilitated a solution architecture workshop with SAP Product Specialists to find workarounds for functionalities in SAP R/3 that were not present in SAP S/4Hana cloud edition.
* Identified SAP RICEFW objects (Reports, Interfaces, Conversions, Enhancements, Forms and Workflows); translating business requirements into functional and non-functional specifications to facilitate technical designs.
* Designed a solution architecture for an end user portal to facilitate a new go-to-market strategy; offering lifetime product warranty, enhanced support services, consumer promotions, rewarding consumers who buy genuine consumables, enabling consumers to log customer service calls and track status of their support tickets online thereby reducing calls to Contact Center. The portal enabled OKI to start collecting end user data and using the insights to continuously close customer experience gaps.
* Facilitated blueprinting workshops to elicited business requirements for new SAP IBP implementation to replace SAP APO, translated business requirements into solution design and configuration. Designed solution architecture for SAP IBP, connecting the solution to both on premise and cloud using tools such as CPI-DS, cloud connector etc to achieve seamless planning processes.
* Managed end to end delivery of a database migration project; Migrated Argos (2 SQL databases) and Evatic (11 SQL databases) into a single instance of SQL Server

**NHS Professionals ltd** – Healthcare recruitment Sep 2016– APR 2018

**Call Centre Systems Support Administrator/Business Analyst – ServiceNow – Over 100,000 User Accounts**

NHS Professionals LTD is leading provider of flexible workforce services to the NHS with 88,000 available bank workers across 57 NHS Trusts, 45000 customer service calls per day.

* Improved shift fill rates by 15% by optimising the S&OP process balancing bed fill rates from Trust with available flexible workers from inhouse and contractor agencies. Lauded for instilling mindset to run the operation like a factory
* Elicited business requirements to automate call centre processes; researched user experiences, wrote user stories, and translated them into functional specifications for software development.
* Organised workshops to elicit requirements and wrote user stories for My:Bank, researched users to produce a detailed list of user wants and needs, expressed in the user’s own words, organized into a hierarchy, and prioritized by the users
* Overhauled service delivery processes to ensure tickets are satisfactorily closed within customer service level agreement (SLA) timeframes and in full compliance with GDPR guidelines.

**VADOMARK LOGISTICS LTD** – 3 PL LOGISTICES SERVICE PROVIDER 2009–2016

**Business Analyst / Project Manager**

Accountable for business analysis and sales to order processes to define long-term strategic improvement goals, identifying process improvement opportunities to reduce cost to serve customers.

* Led the selection and managed the agile implementation of NETFREIGHT to enhance shipment visibility from source to destination and integrating with accounts for end to end OTC transparency
* Defined system functional requirements, specifications and process flow charts for use in NETFREIGHT configuration and integration with shipping line and airline systems for real time tracking
* Devised logistics improvement strategies for 2 FMCG UK based companies distributing products into continental Europe.

**Namitech** – secure payment solutions to banks & telecomms sector 2005–2008

**Solution Architect – ERP Implementation & Manufacturing Execution Systems**

Solution Architect for new ERP implementation project to enable execution of business strategy while improving operational efficiencies

* Translated VISA/MASTERCARD accreditation standards into ERP application and operational process requirements to derive “to be” solution architecture based on SAP R/3,
* Produced “as is” and “to be” processes (SD, MM, APO, PP) and identified business process improvements to deliver ERP business case ROI
* Designed solution interfaces to Manufacturing Execution Systems (MES) and factory floor machines,
* Technical Lead for solution implementation and post go-live operational management.

**Reckitt Benckiser** – fmcg manufacturing company 2004–2005

**Supply Chain Process Architect – Process Improvements Transformation- 12 Month Contract Position**

Mentored and coached a staff of 15 in a supply chain process re-engineering/orchestration project.

* Developed and implemented business cases to optimise S&OP processes across 13 brands, 30 SKUs, 50million consumer units per year, 23 formulations, 40 suppliers, 145 stock items, 2 co-packers, and 6 production lines.
* Re-engineered the new product development process reducing time to market from 16 months to 6 months whilst ensuring that cost limits were not breached with smooth integration into the S&OP process
* Resolved problems of persistent stock shortages by re-designing the S&OP process balancing supply and demand, increasing service levels from 92% to 98% whilst reducing inventory from 5 weeks to 2 weeks.
* Improved inadequate demand forecasting by designing and implementing new processes that achieved 99%demand fulfilment whilst also delivering on financial targets

**Pioneer Development Company** – TRANSPORT & LOGISTICS 2003–2004

**Architect – ERP Implementation - 12 Month Contract**

Led the design and implementation of a new ERP system to consolidate operations: 4 strategic business units, 30 vehicle models in the fleet, 6000 individual inventory items, and 355 suppliers.

* Facilitated business design workshops to produce business capability models for the target operating model
* Baselined “as is” supply chain applications, data and technology architectures for haulage, parcel delivery and passenger transport business units, identified re-usable architecture building blocks and redundant systems to be retired.
* Derived the “to be” architecture with a single instance of SAP R/3 to deliver new business capabilities and the transformation roadmap with a full blown business case for efficient transition to new capabilities;
* Developed and implemented solution architecture traceability matrix, business processes, data, application interfaces highlighting dependencies for change control and governance

**UNILEVER** – FTSE100 and FMCG manufacturing company 2000–2002

**Solution Architect – Special Projects**, Unilever, 2000–2002

Managed application modernization to drive procurement transformation projects on a spend value exceeding Eur86 million

* Facilitated workshops to identify procurement business capabilities for a world class procurement organization.
* Designed procurement solution architecture building blocks to turn supplier management into a competitive advantage by ensuring Unilever gets better prices, is the first to understand supplier innovation and is the quickest to adopt market opportunities
* Configured SAP Ariba Spend management analytics to identify procurement savings projects that achieved above target cost savings of 8.3 million EUR for the sub-region,
* Configured an SAP-based vendor rating system and introduced Supplier of the Year awards. This project achieved 99% supplier order fill, reject incidences <1% of purchases, cost saving of 2% below competition.
* Implemented SAP source determination to consolidate supplier base from 472 to 240 suppliers in two years, achieved single point sourcing to leverage buying synergies, achieved savings of 3.2 million EUR.

**Buying Manager, Chemicals**, Unilever, 1998–2000

* Supported the Chief Buyer for the region. Managed a staff of 5 (buyers, expediting clerks, and shipping manager) in cost-effective procurement of 25 million EUR in commodities.

**Management Trainee**, Unilever, 1997–1998

**Education & Certifications**

school of management, cranfield University (UK) - **Master of Science, Logistics and Supply Chain Management**

University of Zimbabwe – **Bachelor of Science, Electrical Engineering**, with honours

SAP Certified Application Associate - **SAP S/4HANA Sales and Distribution**

SAP Certified Associate - **SAP Activate Project Manager**

SAP Certified Associate - **SAP S/4HANA Implementation Scenarios for Architects**

SAP Certified Application Associate - **SAP Business Process Integration with S/4HANA**

AWS Cloud Practitioner **- AWS Certified Cloud Practitioner**

AWS Solutions Architect Associate **- AWS Certified Solutions Architect**

SAP Enterprise Architecture Designer

SAP Transformation Navigator