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| **Contact** | Mobile: +44 (0) 7891 588148 Email: [tgjordanau@yahoo.com.au](mailto:tgjordanau@yahoo.com.au) |
| **LinkedIn** | <https://www.linkedin.com/in/tgjordan/> Location: London, UK |

***A pragmatic, versatile technology leader and Agile delivery specialist,*** *with extensive experience across Financial Services (Insurance, Retail and Investment Banking), eCommerce, Telecoms, Retail and Consulting.*

***Passionate about Engineering using Agile, Cloud & DevOps.****Solid track record as a Scrum Master, Product Owner and Coach across innovation, digital transformation, mission-critical systems and product development.*

***Focused, thorough and results-driven,*** *having**successfully delivered large, highly complex change in over 50 software, infrastructure and integration projects/programmes (to £15m); often part of large transformation.*

***Enthusiastic technologist with a passion for delivering great products.*** *Thrives on solving problems and creating customer/stakeholder value through technology, embedding a culture of continuous improvement.*

***Highly experienced in fast, high-pressure matrix environments*** *with distributed internal/external suppliers. Partnering with senior leaders (including “C-level”), frequently rescuing projects to deliver to time and budget.*

***Enthusiastic coach, leader and team-player.*** *Track record for building solid, effective teams that collaborate with stakeholders to deliver ambitious, but achievable objectives at a strategic and detailed level.*

***Solid balance between Delivery and Technical Background,*** *leveraging diverse experience to actively contribute to delivering value in a wide range of business and technology areas, being “hands on” if required.*

**Professional Experience Highlights**

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| **Feb 2016 to Jan 2019** | **AGILE PROGRAMME DELIVERY LEAD - COGNITIVE COMPUTING & DEVOPS,**  **Lloyds Banking Group (Contract)** |
| ***Established a thriving Cognitive CoE by developing/demonstrating practical business benefits of AI.***   * Led the greenfield Cognitive programme leveraging Artificial Intelligence technologies as enablers * Managed a budget of £15m+ and 70 cross-functional people, including multiple large suppliers * Secured funding to build an engineering capability for emerging AI tech, establishing product roadmap * Built multiple ChatBots for web/mobile and APIs for a range of use cases, exceeding key business metrics * Enabled diverse innovation initiatives; leveraging AI, Big Data, Azure Cloud & DevOps capabilities * Drove continual value release and coached teams to build robust Continuous Improvement processes * Achieved aggressive delivery targets by creating and implementing a scaled Agile delivery model * Led 6 concurrent Agile delivery teams to build shared components, APIs & business-aligned solutions * As a servant leader, undertook multiple secondary roles as required including Scrum Master & DevOps | |
| ***Created a capability to drive Cloud & DevOps maturity across multiple AI product engineering labs.***   * Developed a strategy to drive DevOps at scale (200+ engineers) across Machine Intelligence (MIP) Labs * Established flexible and scalable “turnkey” tools/services for new and mature teams to accelerate * Challenged the status quo with stakeholders to decrease production release cycles from monthly to daily * Championed thinking around Site Reliability Engineering and next generation production support models * Pivotal in strategy around CI/CD, Containerisation and Cloud-native approaches eg Infrastructure as Code * Led pioneer Azure/AWS Cloud platform engineering efforts of Machine Learning Route to Live and RPA * Created the first DevOps Guild/Chapter to encourage cross-business collaboration across Lloyds Digital | |
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| **Feb 2015 to Oct 2015** | **PROGRAMME MANAGER / PROJECT MANAGER, RETAIL CHANNELS IT**  **Vodafone Group (Contract)** |
| ***Accountable for delivery of a programme of global Retail technology projects.***   * Managed a budget of £3m+ including matrix management of internal personnel and 5 supplier teams * Rolled out capabilities across the group retail estate: Workforce Management, Footfall Tracking, Integration * Key contributor to enabling initiatives, underpinning the “Vodafone Way of Retail IT” Strategy * Established best practice for the leverage of retail enablers across 21 international markets * Managed complex business and IT stakeholder relationships across the entire global Vodafone group * Developed an approach for insourcing application delivery/support functions to optimise service/cost | |
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| **May 2014 – Dec 2014** | **DIGITAL PROGRAMME MANAGER / PROJECT MANAGER,**  **Jack Wills (Contract)** |
| ***Responsible for recovery and evolution of the eCommerce platform transformation programme.***   * Delivered the foundation of Jack Wills’ international eCommerce strategy inc websites and payments * Managed a budget of £2m+ including 8 internal staff, 3 System Integrators and a platform supplier * Enabled international expansion by migrating core eCommerce functionality to Demandware Cloud * Replaced legacy platforms and processes across the value chain from point of sale to fulfilment * Delivered mobile apps, campaign management/personalisation and premium delivery options * Ensured programme complied with critical standards including security, PCI (payments) and operational * Responsible for driving a portfolio of peak readiness activities eg “Black Friday” and Christmas | |
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| **Nov 2011 to Apr 2014** | **TECHNICAL PROJECT MANAGER / PRODUCT OWNER – NEW DIGITAL CHANNELS, Marks & Spencer (Contract)** |
| ***Delivered a portfolio of multichannel innovation projects as part of extensive digital transformation.***   * Responsible for delivery of APIs and Digital Chip&Pin touchscreen platform as Technical Product Owner * Managed a series of project budgets totalling £3m, leading a diverse range of internal and supplier teams * Delivered customer-facing technologies on web, mobile, in-store kiosk and tablet (for 200 stores) * Initiated and delivered customer-facing tools for guided selling and virtual 3D home design * Established agreements with Cloud SaaS/PaaS service providers, including AWS, ExactTarget, Atlassian * Collaborated with key leaders to drive Agile Transformation, leading the first successful Scrum project * Coached teams in Agile practices and tools, including Jira in 12+ projects using Scrum and Kanban | |
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| **Oct 2009 to Oct 2011** | **SENIOR PROJECT MANAGER (BUSINESS INTELLIGENCE / INTEGRATION), Tesco.com (Contract)** |
| ***Delivered the Business Intelligence foundation for the Digital Transformation Programme.***   * Managed £5m budget with 50+ staff and multiple partner resources on and offshore * Developed strategy for data warehouse, integration and reporting; and delivered to production * Led multiple parallel Agile (Scrum) workstreams and managed dependencies with 20+ other work streams * Delivered 1500+ cross-functional, cross-technology business requirements * Managed complex data warehouse integration with a range of transactional and critical applications * Deployed 100+ operational and management report deliverables to support critical business processes | |
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| **Mar 1999 to Jul 2003** | **CO-FOUNDER / HEAD OF PROJECT DELIVERY,**  **Cortex eBusiness Pty Ltd** |
| ***Founded Cortex, a company specialising in enterprise digital solutions and innovative products***   * Drove turnover of A$15m within 4 years, including leadership and line management of 35 employees * Legally accountable as an Executive Director for all aspects of corporate governance including finances * Created products focussed on improving quality in software development: Clover, Crucible & Fisheye * Evolved products to become industry defacto-standard for Java and .NET code quality measurement * The company was bought by Atlassian and products incorporated into their portfolio * Built the first eCommerce platform for David Jones Online (Australia’s largest department store chain) * Delivered software projects for clients inc: eBay, Westpac Bank, Bank of America, Nomura, Qantas, 3 | |

**Other Professional Experience**

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| **Sep 2008 to Oct 2009** | Consulting Development Project Manager | Interforce Consulting |
| **Jun 2006 to Oct 2007** | Technical Project Manager / Programme Manager | Marsh Limited |
| **Sep 2004 to Mar 2006** | Delivery Manager (Investment Management) | Zurich Financial Services |
| **Sep 1998 to Mar 1999** | Senior Architect – Internet Services | Westpac Banking Corporation |
| **May 1997 to Mar 1998** | Equities Programme Implementation Technologist | JP Morgan |
| **Jun 1996 to May 1997** | Fixed Income/Futures System Administrator | Natwest Capital Markets |
| **Jan 1993 to Mar 1996** | System Administrator / Manager | Queensland Dept of Transport |
| **Apr 1992 to Jan 1993** | Analyst / Programmer | Townsend Colortech |

**Professional accreditation & courses**

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| **Axelos Global Best Practice** | PRINCE2 Practitioner |
| **Scrum Alliance** | Certified Scrum Master (CSM) |
| **Axelos Global Best Practice** | MSP (Managing Successful Programmes) Practitioner |
| **Scaled Agile** | Certified SAFe Agilist / Leader |

**Education & qualifications**

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| **Queensland University of Technology** | Bachelor of Applied Science (Computing) |

**Key skills & business capabilities**

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| IT Programme & Agile Project Management | Outsourcing, Vendor & Supplier Management |
| Artificial Intelligence (AI) & Cognitive Computing | Business & IT Alignment, End-to-End Project Delivery |
| DevOps, Automation & Cloud Computing | Finance, Financial Control & Budget Management |
| Full Software Development Life Cycle & Quality | Best Practice Methodologies, PRINCE2, MSP, Agile |
| Systems Integration & IT Infrastructure | Programme Governance, Controls & Reporting |
| Strategic Planning & Product Management | Team Recruitment, Leadership & Motivation |
| Digital Transformation & eCommerce | Stakeholder Management & Engagement |
| Agile Delivery – SAFe, Scrum & Kanban | Managing Ambiguity & Innovation |

**Key Technical Skills Summary**

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| **Application technologies** | Java, J2EE, .NET, Node.JS, SOA, EAI, Web Services, Content Management, Enterprise Document Management, ATG, IBM Websphere Commerce (WCS) & Portal, Demandware |
| **Artificial Intelligence / Cognitive** | Natural Language Processing (NLP), IBM Watson Conversation, Rainbird, Knowledge Graph, NLTK, Speech-to-Text, Text Analytics |
| **Business Intelligence (BI)** | Microstrategy, Omniture Web Analytics & Crystal, Tableau |
| **Cloud Services (SaaS, PaaS, IaaS)** | Amazon AWS, Microsoft Azure, Exact Target, Salesforce, Force.com, Demandware, Adobe Marketing Cloud, Google Cloud Platform GCP, Apigee, Atlassian, |
| **Data Services** | Oracle, Sybase, SQL Server, Teradata Data Warehouse, Hadoop, NoSQL |
| **DevOps & Platform Engineering** | Jenkins, Kubernetes, Docker, Terraform, Chef, ELK stack, Splunk, Hashicorp Vault, Rancher, AKS, SonaType Nexus, Ansible |
| **Development Methodologies** | Waterfall, Rational Unified Process (RUP), UML, Agile - Extreme Programming (XP)/Scrum/Kanban, TDD, BDD, User Centered Design |
| **Integration** | IBM Datastage ETL, CDC, TIBCO ESB, Apigee, VCM, Mulesoft, IBM Datapower, IBM API Connect |
| **Operating Systems** | Sun Solaris, Linux, HP-UX, AIX, Microsoft Windows Server |
| **Project & Programme Management** | MSP, PMI/PMBOK, PRINCE2, SAFe (Lean Agile) and bespoke |
| **Project Portfolio Management** | Microsoft Project & Mercury ITG, HP QC, Jira, Confluence, CA Clarity, VSTS |

**Additional information**

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| **UK Citizen** |  |