**SPENCER BASSON**

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Accomplished Enterprise, Lead and Solution Architect with 13 years’ Commercial Banking experience, working across portfolios, programs and tactical projects with a strong delivery track record of widely adopted Front and Middle office strategies and utilised architectures. Strong governance and robust flexible solutions delivering business alignment to vision and values, providing demonstrational architecture significance through a wide range of infrastructure, data, bespoke applications, COTS packages and composite solutions.

**Core Competencies**

* **Leadership** – Management of international high performing Solution Architect team through coaching, development, delegation, daily stand-ups, Kanban portfolio planning and promotion
* **Digital transformation** - Corporate, Business banking, Payments, Wealth and Retail domains, expert in Credit and Lending, on-boarding, KYC, AML, FinCrime, regulations, client servicing and CRM client journeys focused on business outcomes through innovation, integration, automation and technology simplification
* **Effective Presentation and Communication Skills** – Able to present complex ideas simply to C level exec, programme, business and technical SME stakeholders addressing requirements through strategic compromise and fact-based evidence, strategic system thinking, decision making, excellent organisational, analytical and interpersonal skills
* **Vendor management** - multiple major enterprise package selection and vendor negotiations for group utilities (Fidelity, SalesForce, Oracle, HP, OpenText, IBM, Adobe, SmartComm, MuleSoft) through RFI/RFP/RFQ processes, PoC, ToR, sourcing and legal engagement to delivery of pilots into BAU opportunities investigation maximising product benefit
* **Governance** - Developing and adapting group architecture principles, process, procedures and deliverables to align to emerging changes to SLDC for Agile delivery and EA tooling champion
* **Domain strategy -** Development and maintenance of a portfolio of differing business domains, application, data and infrastructure roadmaps, strategy bounded context and business cases through regular stakeholder engagement and pragmatic interim phases, Group, Division and portfolios design authority governance and managing technical debt
* **System analysis -** Failure Modes and Effects Analysis, performance, volumetric, capacity planning and reviews of major business services enabling costs to remediate be evaluated against service risks

**Technical Skills**

**Methodologies and modelling:** TOGAF, Zackman, Archimate, Domain Driven Design, Disciplined Agile Delivery, Kanban, Scrum, Orbus iServer, BlueWorksLive, BPMN, ECM, ERM, CRM, Case Management, SOA, RUP, Mobile, DevOps, Prince 2 governance, PMBOK, OOD&A UML, SaaS, LEAN, BIAN, AI, machine learning, FMEA, Conceptual and logical data modelling schemas, Entity Relationship diagrams

**Middleware:** BPEL, MQ, FTP, MicroService, RESTFul API, SOAP

**Operating Systems and platforms:** API Gateways, Container orchestration, DevOps capabilities, cloud multi cloud fundaments, Linux, Mac OS, Ms Windows, Citrix, VMware

**Databases:** Oracle, SQL Server, DB2, Ingres, Sybase, DynamoDB, MongoDB

**Development Tools:** Atom, CLI and major IDE’s

**Packages and platforms:** Salesforce.com, Force.com, Chatter, Alacra, Google API.AI, Adobe Experience Manager & eSign, Pega, IBM BPM, CMOD, FileNet, ODM, Oracle Policy Admin, Siebel, ThunderHead, OpenText ExStream, RightFax, LiveLink, FIS ACBS, SundaySky

**Professional Experience**

**Lead Enterprise Architect:** ContractJuly 2018 - Present

**Lloyds** **Commercial Banking – Origination Transformation** – Define simplified Commercial wide scaled E2E strategy and roadmap across 5 business segments, 4 client journeys and 3 brands from brittle monoliths to cloud enabled intraday & hot deployment and transformation to a hybrid of MicroServices and API patterns. Own Critical Business Process reporting for group CIO. Design governance across all feature teams sprints and ownership of issue resolution, development of application inventory.

**Head of Architecture:** ContractJan 2018 **–** July 2018

**OneHousing Group** – Creation and manage architecture function, simplification of the governance process through Kanban tracking across IT delivery lifecycle, extending to business change and own the development backlog. Introduce “data privacy by design” at the inception and earliest stages of design support GDPR. Define and promote level 2 Business capability, Business Model Canvas, architecture principles, simplification and applications inventory Meta model. Own EA tool vendor engagement, selection and implementation. Develop the Integration Platform business case, secure funding, RPP, roadmaps and Reference architecture strategy.

**Enterprise Architect**: Contract Nov 2017 – Jan 2018

**HSBC Commercial Banking – eChannels Brexit** – Through senior business stakeholder engagement accountable for the develop business architecture vision, Target Operating Model and strategy levering Architecture Principles for the migration of EEA accounts and business capably accessing SEPA and TARGET to EU branches and presentation of product use cases, decisions log, RAIDs and change roadmap.

**Enterprise Architect**: Enterprise Blueprints Consulting April 2017 – August 2017 (Redundant)

**HSBC Commercial Banking - 2020 Operations Transformation Strategy –** remove **$200m FTE costs** and complexity from distinct local processes through development and **refined $120m business case** for transformation. Define current and global target architecture, product evaluation, Design Authority presentation and change roadmap for BPM standardisation and Case Management exceptions, Digital client forms, ChatBots, AI solutions, Distributed Ledger Digital Passport, Robotic Process Automation, Workforce Management and e-Signature

**Enterprise Architect:** Barclays Corporate International Bank: June 2016 – April 2017

Develop, govern and maintain global transformation roadmaps and strategies, parallel solution designs, application inventory, aligning lines of business onto single platforms across Client Journeys.

* **Corporate & Investment Bank on-boarding and KYC strategy** – Develop the Banks enterprise strategy, roadmap and solutions for the new operating model alignment, **elimination of £1.5m** run and **£1.2m** operations costs. Business capability reviews, TCO & ROI analysis, Client Journey simplification, standardisation of Pega CLM processes, data models, KYC platform, client self-service portal, content components, improve UX, AI processes automation and increased API integration including 27 credit agencies data, cloud options and CI ability and removal end user computing & bespoke solutions
* **Pilot Cloud Strategy** – **Reduction of £2m** dormant infrastructure costs**,** providing new enterprise design patternsand experience for **migration 3000 Corporate user legacy platform** Siebel, HP ExStream and Java solutions to the cloud. Detailed vendor investigation and options presented to and strategy agreed by CIO for MacroServices deployed onto Docker containers and AWS re-platform increasing DevOps agile delivery capability, imminent regulation change and resilience cyber security compliant aPaaS and SaaS.
* **Group resilience of SalesForce.com** – **Removal of operation risk** to resolve a number of enterprise Org ID production issues and provide HA for CRM platform architecture and 3rd party portal by definition group principles and standards, setup and chair architect CoP, SFDC design authority and governance reporting outcomes to CIO
* **Corporate KYC refresh and lending tactical solution -** **mitigation of £15m FCA fines** and limit technical debt. Architectural strategy, roadmap, solution and design authority governance for interim KYC Refresh and Credit Risk scoring platforms using legacy platform, NoSQL and MicroServices enabling delivered within FCA timescales
* **Corporate Operations Client channels –**lead investigation innovation opportunities, business use case and roadmap for adoption and industrialisation of NLP solutions, Event Processing, data analytics modelling and media tools across Barclays TechStars incubators and FinTech industry

**Enterprise Architect:** BarclaysPersonal & Corporate Bank: Dec 2010 – June 2016Develop and maintain global transformation roadmaps and strategies, enterprise architecture governance, parallel solution designs, application inventory, aligning lines of business onto single platforms across Client Journeys.

* **Corporate Transformation Automation –** Strategies, roadmaps and governance including Manual Payments and Payment investigation, BPM, Case Management, client tracking and Content Records Management through API STP automation, simplification & digitalisation to **achieve £12.5m operations savings**. Engagement with C-exec, business leaders and SME stakeholders, internal security, international legal and multiple vendors’ driving out the divisions strategy’s and visions
* **PCB Credit and Debt**– Run **savings of £1.2m, FTE 55 reduction**, Operating model standardisation, risk mitigation removal of legacy fragmented solutions & end user computing applications. Strategy and roadmap for migration to BPM process, case management data archive and new group API’s, extend existing letters engine across all clusters, case tracking, dynamic rules, self-service portal, improvement in workforce management project iterations
* **PCB Client on-Boarding** – consolidating Corporate, Wealth and Personal banking operating model and technology enabling **240 FTE reduction** major client self-service & collaborative UX advances, regulatory compliance, data privacy, KYC group utility and policy, FinCrime
* **Corporate Client Service** - automation and simplification of solutions removing **50 FTE** and 12 applications FSA complaints management solution risk mitigation, right-shoring **£1.2m FTE saving**, telephony switch migration, voice bio-metrics & recording, call back, digital self-service **£1m FTE saving,** call analytics and Case Based Reasoning. £2m annual investment
* **PCB Coverage domain** – data governance, mobile strategy relationship director’s migration to iPad, E2E MI integration, control events API integration, regulatory reporting, online pitch books and email management with Content management solutions, **£500k annual budget for CI** of UX and CX
* **Corporate – Cloudabilty Lead** – Group enabler to **removing £25m annual DC** costs through migration, leading investigation of 300+ applications to public cloud, working through barriers for adoption and funding sponsorship, development of resilience and security patterns. Proposal **removing £2.5m global run costs** for ECM package replacement with new architecture cloud pattern and solution

**Lead Solution and Design Operations & Servicing:** Barclays Commercial Bank: Feb 2009 – Dec 2010

* **Process simplification** – Strategy and solution roadmap **removing change risks** of chance to complex customisation by upgrading to out of box Siebel configuration, operational and run cost and spilt of instances, enabling service release stability across 14 business department processes to accelerate the decommissioning of incumbent platforms and applications
* **Core Bank Europe and US Cash –** propose and governance tactical technical debt options to standardise Corp core business functions across Europe and Africa while Siebel migration delivers strategic end state
* **Commercial bank Segmentation -** design migration for Retail business banking delivering a new Corporate business capabilities across all business capability
* **Multiple sales and support office consolidation and new teams** –Telephony consolidation of 4 switches to a single location providing infrastructure pattern for Barclays Card through governance, review, site inspection and floor walk, issues wash up end of day
* **Continuous case management improvements** – simplification of business processes to enable broader MI case tracking and right-shoring, strategic automatic documentation API integrations removing £1m operations cost
* **Internal Operations and Servicing tactical** **migration** - extending in-house process tool and roadmap to delivery strategic Core Bank solution
* **Agency Bank payment** **servicing** - project management, financial control and solution design of agency banking automated solution, managing off shore development and testing removing £500k tech cost and simplifying BOM

**Solutions Architect:** Barclays Commercial Bank: November 2006 – Feb 2009

* **Strategic Lending Programme** –investigation and design to replace disparate solution with lending package, ESB and SOA integration composite solution for around 7,000 sales and operations users including RFI, PoC to a number of packages to delivery of SOA standards, EBS platform, Document Management interfaces and use cases
* **Salesforce.com –** project manager and solution lead the technical investigation and feasibility study for strategy CRM and campaign management for 2,500 direct sales and mobile relationship directors, design service integration and catalogue, security, MI, customisation removing manual and end user computing solution and improving UX
* **SOX compliance–** Solutiondesign for the **remediation of internal audit risk** **of FCA fines**, creating and audit segmentation of duties though chance process redesign and product selection
* **Operations Remediation –** Solution design and delivery support **reducing service outage** from 20 per year to near zero of applications used by 3,000 users from local NT file servers to strategic Linux data centre. Application re-platforming, simplification reducing custom Java solutions by 25 to core application stack and removing a legacy Citrix farm
* **Business Process and Content Management PoC** – Mandates digital process improved CX and API integration into CMS systems by defining solution E2E design, ToR, success criteria and managing design and delivery
* **Knowledge Management** - increase overall knowledge sharing and collaboration solution across the technically office aligned activities and requirements to the group CIO leadership team by leading research and design
* **Process Transformation -** define the strategy, solutions and roadmap for the converging Large and Medium Business Credit, Client Servicing and a number of small platform upgrades including data transfers including integration with Experian Hunter 2 Credit Fraud systems reducing run costs by £2.5m
* **Automatic Document Production pilot –** project lead, technical architect and co-ordinate business resources for the selection of a group strategic correspondence composition engine. Design of the E2E utility architecture, data models and process integration patterns

**Previous Employment**

2001-06: Technical Designer: Barclays Wealth Management

1997-01: Senior Analyst Programmer: Barclays Private Clients & international March

1995–97: Analyst Programmer: Barclays Life

1994-95: Analyst Programmer, Planned Maintenance Engineering Limited

1989-94: Analyst Programmer General Petroleum and Mineral Services Ltd

1987-89: Accounts Assistant/Application Support Unisoft (UNIX Software House)

1986-87: Clerical Officer, Public Relationship, M.o.D.

1984-86: Outdoor clerk Memory and Chrystal, Solicitors

**Education & Qualification**

Amazon Web Services Certified Solutions Architect (in process planned completion 2018)

Kanban Management Professional KMP 1 & II - 2015 – 2016

Barclays Digital Eagle - 2014

TOGAF 9 part 1 & 2 training only - 2012

Open University Post Graduate Diploma in Software Development - 2001 - 2005

FPC1 Securities and Investment Board - 1998

Computeach -West Midlands-Application Programming City & Guilds Diploma Subject No.9531989 - 1992

Microtech Computer Services- London C Programming and Oracle Diploma - 1989