An experienced solution architect with proven technical and management expertise spanning 28 years, with 18 years Content Management System (CMS) experience. Strong leadership coupled with detailed, hands-on technical ability lead to realistic understanding of people and project delivery capabilities. Track record of delivering various different size projects. Team based management style and excellent communication and interpersonal skills, comfortable with senior management through to programmers.

**Key Skills and Experience:**

* Innovative architect consistently delivering quality solutions appropriate to the business needs.
* Pragmatic, delivery-focused approach to solution architecture.
* Full project lifecycle experience from vendor selection to implementation.
* Excellent creative problem solving skills.
* Experience working in multiple domains, including Banking, Telecommunications, Retail, B2B and B2C
* Experience of multi-disciplinary, multinational teams, in-house, outsourced, and off-shore development.
* Able to articulate complex technical concepts to non-technical users.
* 15 years Adobe Experience Manager (AEM/CQ) Experience, 6 years Adobe Marketing Cloud Experience
* 18 years CMS experience, in multinational corporations
* 25 years’ experience as a consultant, both independent and for technology consultancies

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**Sep 2017 - Present Thomson Reuters (Refinitiv) via Tata Consultancy Services**

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| Role | Lead Solution Architect / DevOps Lead |
| Project | Sales Force to AEM migration of self service extranet portal, supporting 200,000+ registered users, multi-million pound project with globally distributed development and business teams using scaled Agile Methodology.  The project has won more than 20 industry awards. |
| Responsibilities | Defining operations and infrastructure architecture roadmap and requirements definition, migration from on-premise to Adobe Managed Services AWS hosting.  Setup of standards for infrastructure and operations team, managing development of automation of environment setup and deployment automation.  Lead Solution architect focussed on all integrations include Adobe Marketing Cloud (Target, Search and Promote, Analytics), Oracle Fusion (middleware), Sales Force, third parties, as well as content migrations.  Performance optimisation (front end and server side).  UX review and alignment with technical capabilities.  Implementation of generic data layer for Analytics integration.  Training and mentoring of junior architects as well as junior developers and infrastructure colleagues.  Agile methodology with 2 week sprints, monthly production deployments.  Upgrade from AEM 6.2 to AEM 6.5.  Consulting optimisation team for integration strategies for analytics and target based personalisation.  Integration with SDL translation services |
| Technologies | AEM 6.2-6.5, AWS, Adobe Marketing Cloud including (S&P, Target, Analytics, Launch) Java, Javascript, NodeJS, JIRA, Oracle Fusion middleware, Oracle DB, SQL Server, Sales Force, third party payment gateways, Oracle Eloqua (triggered emails), SDL Translation, SAML |

**June 2016 - Sep 2017 Dixons Carphone Group (Connected World Services)**

June 2016 - Sep 2017 - Connected World Services (Dixons Carphone Group)

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| Role | Technical Architect |
| Project | AEM / Phonegap app for an assisted sales journey and recommendation engine to help customers choose a new laptop in PC World stores. |
| Responsibilities | Hands-on technical architecture role, leading scrum teams of on site developers and ensuring delivery, technical consulting with business to ensure feasibility of requirements.  Integrating with microservices for analytics tracking and recommendation engine.  Defining integration with customer’s Product Inventory Management system. Delivered on time and within budget.  Working closely with devops team to build environment automation solution using docker |
| Technologies | AEM 6.1, Phonegap, Java, AngularJS, ElasticSearch, AWS, S3, Bamboo, GitLab, JIRA |

**October 2014 - June 2016 Adobe Professional Services**

April 2015 - May 2016 - Carphone Warehouse (Dixons Carphone Group)

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| Role | Solution Architect and WCM Architect |
| Project | Replacement of [www.carphonewarehouse.com](http://www.carphonewarehouse.com/) with AEM, Hybris solution |
| Responsibilities | Responsible for overall end to end solution architecture complex integration of Adobe marketing cloud products and customers own in house solutions for high traffic, business critical web site.  Consulting and advising client and system integrator (Accenture) on all aspects of the solution. Defining the solution blueprint including AEM and Marketing Cloud integrations. |
| Technologies | Adobe Experience Manager (6.0.1), Hybris, Tibco, AngularJS, Search and Promote, Target, Adobe Analytics, Dynamic Tag Manager, Scene7, SEO, Java, AngularJS |

October 2014 - April 2015

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| Role | WCM Consultant (CQ Architect) |
| Project | Design and build of new web site for Motorola Solutions . |
| Responsibilities | Technical Architect interface between business, assisting with implementation of Agile and definition of User Stories, through to technical lead for relatively inexperienced off-shore team. Managed 3rd Party Supplier HTML integration, Lead Migration sub-team migrating from existing Vignette Content Management System for 17 locale sites in a multi-tier Multi Site Manager Implementation.  Delivered on time and within budget. |
| Technologies | Adobe Day CQ (6.0.1), Multi-Site Manager, Java, Sightly, Touch UI JSP, CSS, DHTML, REST, NodeJS, Jenkins CI |

**Jun 2013 – October 2014 CACI**

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| Role | WCM Consultant (CQ Architect) |
| Project | Design and build of new web site for Chelsea FC. |
| Responsibilities | Complete design and build of CMS using Adobe CQ 5.6.1. All aspects related to CQ from hardware, software architecture through to component design and build. Investigating and resolving performance problems related to extremely high traffic volumes.Lead a team of 10 developers and managed relationships with third parties. |
| Technologies | Adobe Day CQ (5.6.1), MySQL, Java, Spring, Hibernate, JSP, CSS, DHTML, REST, Linux, Load balanced, multi-tier, multi server architecture. Adobe Analytics (Omniture), Adobe Target, Adobe Campaign (Neolane). Internal consolidated marketing database. Ooyala Video platform, Opta Football Statistics, Gigya (Social Login and Gamification), Teamcard, and e-commerce partners. |

**Jul 2012 – Apr 2013 (Part Time) Vodafone**

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| Role | WCM Consultant (CQ Architect) |
| Project | Multiple activities related to the [www.vodafone.com](http://www.vodafone.com/) site |
| Responsibilities | Resolving major performance issues; prior to commencing the assignment, the CMS was almost unusable for authors with numerous manual workarounds. Search results would take 3 minutes to appear, after resolving the issue, results were delivered in less than 3 seconds for 99% of queries. Implemented responsive design for betterworking.vodafone.com, including price calculator.  Revamped the component design and template concepts to drastically reduce time to market for new layouts and preparation of responsive rollout for [www.vodafone.com](http://www.vodafone.com/) including content migration. |
| Technologies | Adobe Day CQ (5.3, 5.5), Java, JSP, CSS, DHTML, Linux, Load balanced, multi-tier, multi server architecture. |
| Achievements | Major improvements in performance. Cost saving compared to implementation of one part of the project by IBM (quoted at 42K, delivered for 10K) |

**2010 – June 2013 WestLB (continued)**

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| Role | Technical Project Manager, Technical Architect |
| Project | CQ5 Migration |
| Responsibilities | Designed hardware and software architecture.  Represented the client as technical expert in meetings and discussions with design and digital development agencies. CQ5 Template and Component design. Built proof of concepts and interaction prototypes. Managed development team through multiple phases. Developed content migration strategy and automation approach.  Managed developers, for rollout of new site, [www.portigon.com](http://www.portigon.com/) |
| Technologies | Adobe CQ5, Java, JSP, CSS, Javascript, load balanced, multi-server architecture. |
| Achievements | Ongoing. First iteration completed, components and content being finalised . |

**Nov 2008 – Feb 2009 (Part Time) Investec**

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| Role | Technical Consultant |
| Project | Upgrade of existing ASP based internet site to use Adobe Day CQ. |
| Responsibilities | Consulting on the use of specific CQ aspects, Multi-Site Manager, user management. Configuring and setting up site structure, testing and liaison with Day Software regarding software patches. |
| Technologies | Adobe Day CQ, Java, JSP, CSS, JavaScript, Windows Server, load balanced multi-server architecture. |
| Achievements | System successfully launched. |

**Dec 2006 – Dec 2007 (Part Time) Vodafone**

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| Role | Project Manager |
| Project | Complete replacement of Vignette based CMS with Adobe Day CQ for the Vodafone.com web site. License for Vignette had not been renewed, and therefore the deadline was fixed. |
| Responsibilities | Fully responsible for management of third-party development agency, based off-site. Facilitating stakeholder interaction, translating business requirements to technical specifications. Integrating designers, developers, support agencies into a single plan. “Hands on” quality assurance during specification and testing phases. |
| Technologies | Adobe Day CQ, Java, JSP, CSS, DHTML, Linux, Load balanced, multi-tier, multi server architecture. |
| Achievements | Delivered on time and on budget. |

**2000 - 2013 WestLB**

*2004 - 2010, Day Implementation Project*

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| Role | Technical Project Manager, Technical Architect |
| Project | Complete migration of Vignette based portal with Adobe Day CQ for all internet, extranet and intranet sites of WestLB. Total project budget approximately 3 million Euros. 10,000+ registered users, internal and external. |
| Responsibilities | Set up and managed vendor selection process, including internal review board presentations. Final vendor selection led to significant time and cost savings, estimated at 1 million Euros compared to alternate implementations. Set standards for system specification. Managed relationships between multi-discipline teams including Marketing, IT, Trading, design agency, development agency, and vendor. Monitored external development through on-site testing during development cycles. Introduced usability testing on core product and proposed solutions. Managed internal development team for business specific component and template development in Adobe CQ, including interactive P&L reporting, portfolio valuation and trading applications. Training and developing junior staff. Design architecture for AJAX implementation, extensive performance optimisation, including 3rd party review.  Managed development of complex asset allocation tool, using Adobe Day and Oracle, ensuring existing customer based retained and revenue maintained. Highest rated internal IT project. |
| Technologies | Adobe Day CQ, Java, JSP, AJAX, CSS, DHTML, XML/XSLT, LDAP, Solaris, Linux, Load balancers, multi-tier, multi server architecture. XML API for document contribution, Tivoli Access and Identity Manager, MS SQL, Oracle SQL. |
| Achievements | Multiple phases of project delivered successfully, Vignette system completely replaced, substantial savings in license fees, significant reductions in development time and costs. Much greater ability to meet time-to-market requirements of the business. Delivered asset allocation tool on time and on budget, awarded “best rated IT project” of the year. |

*2000 - 2004, Vignette Implementation*

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| Role | Technical Project Manager and Technical Architect. |
| Project | The WestLB enterprise information portal was a major convergence project, replacing multiple existing internet/intranet/extranet sites, with a single platform. Used on a daily basis by over 6000 users (customers, prospective customers, employees). Total project cost in excess of 6 million Euros. Key features of the design include multi-lingual, web based content entry, workflow, permission based presentation, customisation and personalisation, consistent look and feel, standardised LDAP repository for all user information. |
| Technologies | Java, JSP, Vignette, Oracle, CSS, DHTML, XML/XSLT, LDAP, Solaris, Load balancers, multi-tier, multi server architecture. XML API for document contribution |
| Responsibilities | Software architecture design, specifically application partitioning between tiers, and system interface definitions, resolving technical issues raised with the design and business processes. Quality assurance managing user acceptance and training. Managing sub project development through RAD techniques, including prototyping and user workshops for new functionality. Managing data migration. |
| Achievements | Successfully delivered multiple phases of the project, allowing consolidation and standardisation of all WestLB’s web offerings. Introduced a formalised testing process, including automated testing using Astra Quick Test, rapidly improving bug/fix ratios and allowing tight deadlines for time boxes to be met. Introduced external performance and availability monitoring solutions. Formal structure of testing used as key evidence in negotiation of penalty payments from suppliers, saving more than 100,000 Euros |

**1994 – 2000 OCS Consulting Ltd**

As a managing consultant responsible for technical delivery for the Internet Solutions division solely

responsible for delivery of a number of internet-based projects, including the following:

*1999 –2000, William Hill*

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| --- | --- |
| Responsibilities | Managed team of external consultants for the design, and implementation of a new web architecture, supporting high availability web servers, to provide both resilience and scalability. |
| Achievements | Site successfully up and running on time and on budget. Moving the web site to Antigua allowed all William Hill transactions to be tax free, saving approximately 100,000 GBP per week. |

Prior to managing the Internet Solutions group, led the UNIFACE client server group.

Responsible for training and development of staff, created a training academy and technical centre of expertise to support all the consultants, covering all aspects of the development lifecycle as well as specialist technical training. Introduced internal accreditation and aptitude testing for new joiners.

*Other client work included:*

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| *1997* Siemens | Healthcare | Technical Project Manager, healthcare system, development team split between UK and India. |
| *1996 – 1997* | DHL | Technical Lead on an analysis and prototyping project for billing and pricing system. |
| *1994 – 1996* | Cable and Wireless | Technical Project Manager, Order Provisioning system. |

**1990 – 1993 BP Oil**

Graduate Trainee; 18 months support, 18 months development.

**Education:  
1987 -1990 University of Bristol** Computer Science BSc(Hons) 2.i