# CURRICULUM VITAE

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### PERSONAL PROFILE

I am a highly experienced IT professional, with excellent Solution Architecture experience and a strong and extensive computing background. I have extensive knowledge of all aspects of the project lifecycle, and a demonstrated ability to see projects through from conception to successful delivery. I can communicate well with all levels of business users, clients and development colleagues, and have a friendly manner. I enjoy new challenges, learning new skills and react well to new technologies and ideas.

### I am available for immediate contracts anywhere in Europe and will relocate for the duration of the contract.

**ACHIEVEMENTS/STRENGTHS**

* **30 years** of IT experience as Developer, System Analyst and Solution Architect in multiple Banks and Insurance companies, **17 of those years as Solution Architect**.
* Extensive Architectural experience across many technologies.
* Good knowledge of Web Technologies, Java EE, .Net, SOA, APIs, ESBs, TOGAF, Virtualisation
* Experience of Architecting multiple projects utilising Cloud hosting with **AWS** and **Azure**.
* Good knowledge of financial products (Life and Pensions).
* Good full project lifecycle experience, both **Waterfall** and **Agile**.
* Experience of projects across multiple sites in Europe, USA and South America.
* Experience of working with outsourced and offshore IT provision in all phases of project lifecycle including Vendor selection (RFP) and Vendor management and governance.
* Extensive experience across multiple companies of integration due to company mergers and also decoupling systems and data from parent/partner companies due to company ‘break ups’.
* Multiple contract extensions indicating reliable and high quality deliverables.
* Experience of design artefacts and **UML** on multiple Architecture modelling software - **Rational Software Architect and Sparx System Architect**.
* Excellent **Stakeholder Management** skills working with all levels of Management.
* Understanding of High Availability/Disaster Recovery/Business Continuity
* Experience of regulatory programmes such as **PCI DSS, GDPR** and **Open Banking**.
* Experience in Architecture and **Integration** of **APIs**, **Microservices**, **Mulesoft** and other **ESBs**
* Experience in design and implementation/development of **IAM/RBAC** using **SailPoint IdentityIQ**

## Professional Development

* Currently studying for AWS (Amazon Web Services) Certification
* Currently studying for MCSE: Cloud Platform and Infrastructure Microsoft Certified Solutions Expert (Azure)

**EMPLOYMENT HISTORY**

**Feb 2019 –April 2019: Solution Architect (Contract), Scottish Government, Glasgow**

The Scottish Government created a new agency to deliver devolved Social Security benefits for Scotland. Part of this work involves the creation of a multi-channel contact centre with 1500 staff. My role was to create a new telephony service for customers who chose not to use the digital channels.

* I created an Invitation to Tender document for suppliers to submit their tenders for a new telephony system that would provide IVR and call recording, integrate with new Customer Relationship Management System (CRM) and new Case Management System (CMS) through open standards and APIs, dashboards, reporting and MI. The Integration layer was designed around Mulesoft.
* By reviewing the current infrastructure I created an As Is view of the current systems and a To Be view of the intended target model.
* I produced options papers and presented these to Senior Project and Government stakeholders on the various options and design decisions, including timescales and indicative costs based on requirements and suppliers Tender responses.

## June 2018 – Oct 2018: Solution Architect (Contract), Computershare, Edinburgh

Review and update of SailPoint IAM solution and implementation of Self Service Password Reset globally.

* I reviewed and updated Sailpoint IdentityIQ infrastructure across all environments to meet the increasing user base globally and new integration with additional applications.
* I created new integrations with additional applications both in-house and CoTS packages allowing

automatic onboarding/off boarding and auditing thus reducing manual effort in HR and Security Admin teams.

* I created new workflows to allow the automatic onboarding of bulk employees during large recruitment campaigns.

## Dec 2017 – June 2018: Solution Architect (Contract), LV=, Exeter

I was responsible for Solutions to meet **GDPR** regulations across LV Life.

* I was responsible for the solutioning for GDPR Programme for Life systems to meet Day 1 and Day to regulatory requirements.
* I produced Risk Assessments for all systems in scope of GDPR Programme.
* I produced High Level designs for GDPR Programme.
* I created plan for decommissioning of systems to allow compliance of GDPR and PCI DSS.
* I carried out review of IAM/Sailpoint processes and Infrastructure and created design for upgrades to both.

## Aug 2017 – Dec 2017: Solution Architect (Contract), Barclays, Knutsford

Working on **Digital Transformation Programme** for Business Banking and aligning Business Banking apps to the **Open Banking Model**.

* I am responsible for the Architecture of the Business Banking website and Mobile Banking apps, adding multiple, new and enhanced functionality.
* I designed integration of new applications and microservices through Mulesoft Anypoint.
* Responsible for the transformation of a Barclays Partner external web application, which aggregates

Barclays Business customer account data using custom APIs into an **Open Banking** Authentication and Consent Model, using Barclays Open Banking APIs and OAuth2 and OIDC authentication.

* Responsible for design of new Business Banking APIs and Microservices using **Mulesoft** which were outside the scope of Open Banking.
* Representing Business Banking in the Barclays Open Banking Working Group, making sure Business

Banking is aligned to the Open Banking Strategy for authentication, providing transaction data to registered 3rd parties and aggregating customer transaction data from their other banking sources within the Open Banking Model.

## Aug 2016 - Nov 2016: Solution Architect (Contract), Jaguar Land Rover, Coventry

I was Solution Architect responsible for the design and Architectural Governance of 3 new systems to improve overall vehicle diagnosis process and improve customer retention in dealerships and repair centres worldwide.

The applications I designed were -

* **Software and Configuration Delivery System –** to update vehicle software either in workshop or remotely.
* **Contact Case Management System –** to provide aggregated vehicle service history to the retailer

technicians and maintain vehicle life cycle data**.**

* **Symptom Interview System –** Utilising **IBM Watson** for cognitive learning, this application will parse verbal or textual data and analyse car symptoms and provide a solution for the repair centre.
* I produced **RFP** reviewed responses and provided input into multiple vendor selection onshore and

Offshore.

* I produced High Level Design for **Cloud Hosting** of each application on **AWS**.
* The 3 applications were designed on **Java EE**, **Oracle** and **SQL Server** technology stacks and Integration with new and multiple, existing applications was designed around **Mulesoft Anypoint**.
* I designed a **PoC** for the Symptom Interview System to prove benefits of IBM Watson in the data analysis.

## March 2016 - Aug 2016: Sabbatical – House Renovation Project

**May 2014 - Feb 2016: Solution Architect (Contract), GM Financial, High Wycombe, 2 contract extensions**

General Motors Financial is a global provider of automobile finance. The company was splitting from parent company and therefore systems would need splitting and either replicated or new systems implemented.

My role was Solution Architect responsible for the design and governance of several projects to provide new Applications and Infrastructure across the entire Group in Europe and South America. I was responsible for design and integration of several COTS packages and infrastructure as well as interfaces to existing applications.

### Projects included –

* Design of **3** new **SharePoint** farms and Infrastructure across all project lifecycle environments for Group wide Team Sites application, Group wide Intranet and multiple B2C websites across Europe and South America.
* Ran successful PoC for **Office 365** in Brazil.

## SailPoint (IAM)

* As part of a large Digital Transformation Programme I designed new Infrastructure and interfaces for

**SailPoint IdentityIQ IAM** package.

* The solution provides the ability for automatic ‘onboarding’ and ‘offboarding’ of new employees and leavers, provisioning user accounts across multiple applications automatically and subsequent deletion of accounts on leaving and meeting regulatory requirements by providing an audit trail of user’s access.
* I was extensively involved in the IAM process design, working with Business Analysts, Onboarding Teams, SailPoint Vendor Architects, HR and IT helpdesks across Europe and South America to design new transformation of manual processes into automated processes, defining requirements and translating them into SailPoint components and Technical Designs.
* I worked with SailPoint Vendor Architects to create a PoC environment, deploying and upgrading Sailpoint as required. Installation, configuration and upgrading of SailPoint and Apache Tomcat in Dev and Test environments.
* I designed the Infrastructure across all environments (Dev, Test, PreProd, Prod, DR, Failover etc) and interfaces into Active Directory, Exchange, Oracle in the Cloud and multiple internal applications.
* I produced the Design Documentation and provided technical governance across each stage of the

project..

* Designed integration of **SailPoint IdentityIQ IAM** package with Cloud hosted **ServiceNow**.
* In 2nd phase of project I was extensively involved in the process design and the internal configuration of SailPoint using Java and SQL, creating dashboards, account aggregations, Workflows, Roles, Rules, Certifications, UI Customization and Quick links, Account Aggregation and correlation etc.

## May 2012 - Mar 2014: Solution Architect (Contract), Lloyds Banking Group, Bristol/Edinburgh, 4 contract extensions.

Lloyds Banking Group is the largest retail bank in the UK. Lead Solution Architect responsible for the design and governance of several multi-million pound projects in different divisions of the company and across several countries.

### All projects involved being the Lead Architect and included-

* + Produce high level and low level designs,
  + Documenting in **Rational Software Architect**to the new Architecture Framework standard and producing architectural artefacts (UML diagrams - Use Cases, Component Diagrams, Sequence Diagrams, Infrastructure Topology Diagrams etc.),
  + Architecture Governance across all IT work streams for full project lifecycle,
  + Liaising with Enterprise Architects, Security Architects and Infrastructure Architects and ensuring solutions meet Group level architecture patterns and strategic IT roadmaps and obtaining necessary sign off from those Governance groups.
  + Work closely at all stages with the Business Analysts to input to, review and signoff requirements documents at all levels.
  + Work with test managers to develop test strategy, test plan, test conditions at user, system & integration levels.
  + Undertake RFP (request for Proposal) process for product evaluation and selection of 3rd party services.
  + Promote solution direction and strategy. Provide expert advice to accelerate decisions / resolutions on technical issues with all development teams, infrastructure/network teams and testers.
  + Perform Solution Design Authority across entire solution for entire project lifecycle ensuring the *delivered system* is correctly aligned to the *designed system* by undertaking technical end-to-end reviews, walkthroughs and signoff at all stages of the lifecycle.
  + Produce project progress reports for Programme and Project Management.
  + Produce presentations for various levels of Stakeholder Management ensuring level of technical detail fits the intended audience.

### Projects included –

* Design of a new **Enhanced Annuity** product for the Insurance Division for IFAs using Company Website and multiple Comparison/Aggregator Websites. This involved the design of new Website, New SOA Web Services, New security model and Infrastructure, XML messaging with external comparison sites, New Calculation Application and integration to new Underwriting application.
* Designing solution for the delivery of a new **Protection** product.
* Both projects though similar in concept, used mostly different applications, ESBs and linked to different 3rd Party Comparison services, all providing unique challenges and solutions.

### Relocation of a Luxembourg subsidiary company

Due to a company sale in Europe another European subsidiary required to be separated from shared infrastructure and Applications and be provided with new Infrastructure in their own site. This involved.

* + On site analysis of shared infrastructure and applications.
  + Security and Legislator considerations of the hosting country.
  + Produce RFP (Request for Proposal) from multiple 3rd parties to provide managed hosting of Infrastructure and Applications, review proposals with Procurement department and 3rd parties and provide recommendation.
  + Provide design solutions for migration of these applications and servers to 3rd party hosted site.

### IT Review of Isle Of Man subsidiary Clerical Medical

Due to aging hardware and end of support of hardware and software a review of the company’s whole IT provision was carried out and recommendations produced. This involved -

* + On site analysis of shared infrastructure and applications.
  + Produce analysis of the current state of IT in the organisation and provide recommendations for upgrades to fit with an agreed budget and expected lifetime. This included desktop provision, iSeries, SAN, Disaster Recovery on DR site, Network and Email provision.
  + Produce RFP from multiple 3rd parties to provide upgraded hardware and support where applicable, review quotes with Procurement department and 3rd parties and provide recommendations for Senior Management.

**Dec 2010 - Feb 2012: Solution Architect (Contract), Lloyds Banking Group, Bristol, 3 contract extensions.**

All projects involved being the Lead Architect and responsibilities as contract in Lloyds above -

### Projects included but not limited to –

**PCI DSS Compliance**

PCI DSS is the global data security standard that any business of any size must adhere to in order to accept payment cards, and to store, process, and/or transmit cardholder data.

* + Architecting solutions for PCI DSS compliance across a variety of internal applications split across multiple platforms and technologies. These covered both card payment applications and Telephony voice recording of customer payment conversations.
  + Design Solution Pattern for all payment card applications where card payments are taken for both Divisions ensuring PCI compliance where PCI DSS restricted data is being captured e.g. PAN and CVV. This involved designing a generic solution using SOA Web Services on Sonic ESB and Datapower ESB that could be used across multiple applications and technologies e.g. mainframe and desktop applications allowing reuse and reduced number of solutions.
  + Design Solution Pattern for all Lloyds Group telephony customer call recording where card payments are taken. This pattern was followed by all Divisions and I implemented the design across 2 Divisions - Life, Pensions and Investments and also General Insurance. This involved multiple telephony systems across component companies. Solutions included desktop trigger applications and telephony web services.
  + Design included changing payment applications to use a 3rd Party Payment Service Provider to capture card details thereby reducing the PCI DSS requirements on internal systems.
  + Undertake product evaluation and selection of 3rd party Payment Service Providers following an

agreed process and selection criteria/scoring methods.

* + Perform analysis and recommend solutions for remediation of card data already held on multiple systems and databases/file systems. This involved evaluation and selection of 3rd party tools to aid in data remediation/redaction.

### New Claims Admin System

* + Architecting solution for a new browser based Claims Admin system integrating with multiple Policy Admin systems both mainframe and server based.
  + Integration across multiple ESBs consuming both existing and new web services.
  + Design and provision of new Infrastructure across all project lifecycle environments.
  + Producing HLD and review and governance of all design deliverables across all development teams.

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## Jan 2002 - Dec 2010: Solution Architect (Permanent), AXA, Bristol, England

A leading UK Life company AXA is the one of the largest providers of Protection and Wealth Management products in the UK

### Responsibilities included –

* Working with the AXA UK IT Strategy Manager, Enterprise Architects and Solution Delivery Programme Managers to deliver pragmatic and innovative solutions that meet business requirements.
* Working with the Business Architect and Business teams in defining solutions that support the current

and future business vision.

* Attending workshops with both Business and IT to define project requirements, guiding Business on practical and manageable solutions in both cost and timescale.
* Managing the IT part of Appropriation Request & solution proposals by preparing high level cost

estimates and technical evaluations of proposed solutions.

* Producing high level Design Proposal with proposed technical design, costs and alignment to Architecture Strategy, detailing any alternative solutions, costs and timescales as appropriate with recommendations.
* Undertaking technical end-to-end Solution Design, both conceptual and detailed as necessary. This involved both functional and non-functional requirements.
* Performing **Solution Design Authority** across entire solution for entire project lifecycle ensuring the

delivered system is correctly aligned to the designed system by undertaking technical end-to-end Solution Delivery. This involves working with the various IT development and delivery teams both onshore and **offshore** and providing governance across all project design artefacts from each development team.

* Developing and maintaining detailed documentation of information relating to the solution. The solution design at both the logical and physical level to include data analysis modelling, dataflow design and process decomposition.
* Working with test managers to develop test strategy, test plan, test conditions at user, system & integration levels.
* Promoting solution direction and strategy. Providing expert advice to accelerate decisions / resolutions

on technical issues.

* Undertaking product evaluation and selection of 3rd party products and COTS packages following an agreed process and selection criteria

### Projects designed with above responsibilities included, but were not limited to -

**Solutioning of new Products including Protection, Pensions (SIPP and Drawdown) and Bonds**

* + New e-commerce system for IFA online quotations, online application submission, PDF quote and application generation, ‘straight through processing’ of applications, New Business (Pipeline) tracking.
  + Integration with IFA comparison portals including The Exchange, Webline and Assureweb using Origo standard XML messaging.
  + Integration with new ALIS Policy Admin System, Lamda Pension/Bond policy admin system, Aura

underwriting system and Siebel through IBM MQ and ESBs.

### New Enhanced Annuity Product

* + Design of new systems for pilot of new Enhanced Annuity product using **Agile** Methods using

### .Net/SQL Server.

**Migration of all servers and applications to AXA data centres in Switzerland**

* + Designed solution for the migration of several thousand servers, applications and databases to their data centres in Switzerland migrating from physical to VMs.
  + Performed analysis on complex application integration of the most business critical systems

including Siebel, Lamda Wealth Admin platform , ALIS Protection Admin platform and WFI work flow.

* + Provide design solutions for migration of these complex applications and servers taking into account latency issues during transitional periods with applications and servers potentially in different countries and providing solutions using Citrix and VDI virtual desktop solutions.

## Aug 2001 - Jan 2003 - Senior Developer/Analyst, Abbey, Edinburgh, Scotland

*Main technologies used* Java, J2EE, JSP, Acrobat FDF/PDF, Apache, HTML, Oracle, JavaScript, Servlets, SQL, Tomcat, Unix, XML and IBMVisualAge..

* Development team leader, with responsibility for delivery of projects, reporting of progress to the project manager, and team leading other developers on project.

## Aug 1999 - Aug 2001: Senior Developer, Scottish Provident, Edinburgh, Scotland

* Designed and developed flexible Web based system for Scottish Provident Self Assurance range of products including original development of quotes, adding application form processing and pipeline policy tracking for Sales Consultants and IFAs.

## June 1997 – Aug 1999: Developer (Contract), Scottish Provident , Edinburgh, Scotland

*Main technologies used* VB5 and DB2.

* Developer, designing and developing Pension and Protection quotations and admin system.

## Sept 1996 - June 1997: Developer (Contract), National Australia Group, Clydebank

*Main technologies used VB5 and Oracle.*

* Developer, designing and developing a Telephone Banking Help Desk system The system was a 3-tier architecture developed using OO techniques.

## July 1989 - Sept 1996: Developer/Senior Developer, Scottish Widows, Edinburgh, Scotland

*Main technologies used* Cobol,Infomaster/NCL, VB4, Access, DB2.

* Developer in Infomaster and NCL, a mainframe development tool and VB4 and DB2.