Kitson P. Kelly

Curriculum Vitae/Résumé

Overview

Summary

I have a strong background in technology leadership. Having lead several areas of technology, I understand well how technology needs to support business operations, and without the business context, technology often wanders around in the wilderness. I strive to ensure that at all levels, technology and the business engage and align to pull in the same direction. I have significant experience in both supporting business systems and consumer technology.

Right to Work

US Citizen
UK Citizen (EU Passport Holder)

IT Experience

Head of Technology for NOW TV   British Sky Broadcasting   London, UK   September 2013 - Present

- Lead the technology for NOW TV, a leading OTT/IPTV provider in the UK. Providing the best pay-TV content and live sports in the UK on a pay as you go basis. All across a variety of devices, including the NOW TV Box, LG Smart devices, PS3, PS4, XBOX 360, XBOX One, iOS, Android, YouView and Apple TV.
- Full accountability for departmental P&L, budgeting, operations, development and delivery.
- Senior technology representative in NOW TV management team and represent NOW TV Technology to BSkyB's Executives. Own the relationships with key suppliers and vendors and lead conversations with the rest of BSkyB Technology to deliver to the needs of NOW TV.

Head of Sky Business Technology   British Sky Broadcasting   Livingston, Scotland, UK   May 2010 – August 2013

- Lead the technology department providing the customer management systems for Sky Business, which managed over 60,000 commercial TV venues and 15,000 WiFi hot-spots.
- Full accountability for departmental P&L (circa £5m p.a.), budgeting, operations, development and delivery.
- Business systems managed the full gamut of customer lifecycle including billing, customer service, assurance, equipment management, fulfilment, field services, document management, correspondence, business intelligence and customer management.
- Was senior stakeholder in technology for any initatives across the rest of BSkyB that affected Sky Business.

| Self Employed | Asseverate Services Ltd | London, UK | Oct 2009 - May 2010 |

- Contracted with BSkyB to provide architecture and consulting services surrounding the voice aspect of the customer management platform.
- Technical lead to stabilise the 3,500 concurrent user contact centre voice platform after a significant level of stability. Platform went from being unavailable 3-4 times a week for about 4 hours at a time to having no significant outages for over two years.

| Practice Solution Architect | Dimension Data | London, UK | Dec 2006 - Oct 2009 |

- Provided technical architecture for complex contact centre telecoms integrations and voice self service applications.
- Globally recognised thought leader in VoIP contact centre solutions, presenting and consulting in Europe, North America, South Africa and Australia as a subject matter expert.
- Managed Dimension Data's relationship in the UK with Genesys Telecommunications and worked with Genesys and Cisco at executive levels to develop a level of interoperability between their VoIP contact centre solutions.
- Architected an award winning global VoIP contact centre and speech self-service platform for BSkyB.

| Senior Principal Consultant | eLoyalty | Lake Forest, IL, USA | Jan 1998 - Sep 2006 |

- Started as an entry level consultant and continued to grow and extend expertise in large scale contact centre solutions across that breadth of solutions including voice call routing, customer management, computer telephony integration and speech self service.
- Provided expertise globally including clients in Hong Kong, Germany, Republic of Ireland, North Ireland, France, the United Kingdom and the breadth of the US. Expertise was across sectors including Telecommunications, Media, Insurance, Financial Services and Healthcare. Notable clients were AIG/AIA, Allstate Insurance, United Healthcare, Vodafone Ireland, Bally's Total Fitness, Capita BBC, WageWorks and Axel Springer Verlag.
- Led the relationship between Genesys Telecommunications and eLoyalty.

| Technical Analyst | Ameritech | Schaumburg, IL, USA | Aug 1997 - Dec 1997 |

- Analysed, designed, built and tested complex customer telephony integration solutions, in both the business to consumer and business to business areas of Ameritech.

| Developer | WorqSmart | Phoenix, AZ, USA | April 1996 – June 1996 |

- Did general IT development including database development, website development, scripting and system administration.

| Various Roles | MicroAge Teleservices | Temple, AZ, USA | June 1995 - Apr 1996 |
| | | | June 1996 – July 1997 |

- Filled a variety of rolls from contact centre agent, to contact centre supervisor, to project manager, to technical lead and architect for an outsource contact centre operation.

Non-IT Related Roles
- Various roles prior to June 1995 available upon request.

Education

Glendale Community College   Glendale, AZ, USA   **September 1992 - June 1993**

- Non-degree attendance for an academic year at a community college (Computer Science).

Cactus High School   Glendale, AZ, USA   **August 1987 - June 1991**

- High School Diploma

Contributions/Recognition/Training

- Has been a Committer to the Dojo Toolkit since April 2012, an open source JavaScript toolkit, powering some of the largest enterprise software available on the market.
- Contributor to many other Open Source projects including The Intern Testing Framework.
- Presented at various industry events, representing both employers and the Dojo Toolkit.
- Has two Genesys Certifications (GCP-CIV and GCP-CIM).