Kitson P. Kelly

Curriculum Vitae/Résumé

Overview

Summary
I have focused most of my career on the point where an organisation meets a consumer. I have always been intrigued with that relationship. I have migrated from designing and delivering systems to managing significant customer management IT operations. My mantra is that technology should be led by business problems, not technology solutions that are looking for problems to solve. Having both a grounding and familiarity with both technical and business operations, I feel I am a strong senior leader that can help drive your organisation forward.

Right to Work
US Citizen
UK Citizen (EU Passport Holder)

IT Experience

Head of Sky Business Technology   British Sky Broadcasting   Livingston, Scotland, UK   May 2010 - Present

- Responsible for the IT department looking after the commercial customer management systems for a business unit that manages around 36,000 commercial TV customers and 15,000 WiFi hot-spots, is highly profitable and provides the UK's largest public entertainment and WiFi network.
- Full accountability for departmental P&L, 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 and business intelligence and customer management.
- Successfully delivered platform by managing a juggernaut of a programme of work and then operationalising the team and platform over a period of about two years.
- Previous roles as Head of Department for Business Intelligence and Integration for the consumer part of the business, supporting 10+ million subscribers and 700+ million business transactions per month.

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.
- Presented at various industry events, representing both employers and the Dojo Toolkit.
- Has two Genesys Certifications (GCP-CIV and GCP-CIM).