

Professional Statement

I am a digital specialist with a background in full-stack & application reliability software engineer with IT operations experience whilst combining product implementation management tasks within these roles. I pride myself in being able to customise my communication style with different audiences. A demonstrated history of taking ownership of technical projects & situations whilst being responsible and accountable. I understand the importance of the fundamentals of iterative & incremental development. I am a strong believer in bias for action and frugality when working on technical projects. I recently completed a digital product management course which mainly focussed on customer obsession and how the user is the #1 priority. Presently, I am actively taking part in an online course that dives deep into analysing data using Python & visual presentation of data. In my next role, I am looking to play an integral part in defining the product strategy & driving the delivery of the company vision and being the bridge between the marketing, software engineering teams and product owners.

Education & Courses

- **Programming For Data Analysis | The Open University | Level: Advanced** Jul 2020 - Present
Accessing open data; production data of visuals; presenting public & private analysis; Python.
- **The Future Of Payment Technology | Future Learn** Jun 2020 - Present
Program Index: Raising Capital - Credit Tech, Coin Offerings, & Crowd-funding; Innovations in Investment Tech - Artificial Intelligence; Cryptocurrency & Blockchain Tech Explained; Digital Wallets, Credit Card Innovations & Payment Tech in Emerging Markets; Robo Advising, Stock Selection & Asset Management.
- **Digital Product Management | Future Learn** May 2020 - Jun 2020
Government course refreshing you on how to charter a direction and create a successful working environment for all involved in product success. Direction on how to dive into data to better inform product decisions & develop insights into customer motivation & experience.
- **Software Engineering Immersive | General Assembly** Oct 2017 - Dec 2017
Project-based course building interactive applications with key programming languages, methodologies and techniques. Using algorithms, data structures, design patterns and APIs.
- **Architecture BA Degree | London Metropolitan University | 2:1** 2013 - 2016
- **AS/ALevels: Business, Media Studies, Photography, English Literature - AAAB** 2011 - 2013

Work Experience

- **DAISY NETWORK CHARITY // Business Analyst & IT Operations // London, UK** Mar 2020 - Present
Freelancing as a volunteer for the Daisy Network Charity. Managing the website and live chat pages that need updating consistently after each live webinar - normally every couple of weeks. Google Analytics and Adwords are reviewed regularly especially prior to each Daisy meeting in order to report any issues. Looking at optimising usability of Daisy webinars & memberships.
 - Monitoring & recording Google Group Users, Adwords, Analytics, user activity & CTR percentages
 - Scope & planning web development projects: creating technical docs & functional specs.
 - Coordinating teams across the business working closely with creative, technical, analytical & performance marketing agencies.
 - End to end discovery, planning, production through to deployment & maintenance.
 - Facilitating ideation to Daisy volunteering team on webinars.
 - Creating & updating/maintaining structured technical documentation making sure project scope is accurate and changed requests are flagged & approved.
 - Monitoring & escalating project risks with head of charity.
 - Organising meetings to review feedback & new ideas to continually improve projects especially from the end-user perspective (Kaizen).
 - Continuous adhoc tasks as required such as: CRM email creation.
 - Recording overviews of Google Analytics for performance & finance meetings.
 - Working collaboratively with external design agencies on technical activities.
 - Reviewing Real-time overviews during publicity & User Geo Locations.
 - Monitoring sales of ticketed events & e-commerce.
 - Dealing with Technical Support Requests.
 - Help other volunteers understand different disciplines and understand product goals.
- **YECCO // Business Analyst & IT Operations // London, UK** Jan 2019 - May 2020
Yecco was part of the Fall batch of emerging companies in the Microsoft London Accelerator. Over \$120M in funding the start-ups, represent one of the strongest batches of the program to date. Yecco is a Healthcare IOT platform which provides support for more than 9,000 residents who are aging. My main duties were to be the bridge between the business, clients, vendors & engineering team alongside the project managers.
 - Supporting teams - responding to ticketing system & prioritising high-level tasks. Supporting team members with in-house and remotely with technical tasks in various locations.
 - Establishing & running daily test cases for internal and external use.
 - Reporting and tracking bugs via a bug tracking system & management using JIRA.
 - Performing regression testing and verifying fixes.
 - Ensuring tests are completed prior to deadlines.
 - Monitoring user reported issues and escalating accordingly.
 - Recognising risks to project delivery.
 - Ensuring all bugs and issues are recorded in a clear and consistent format, keeping with the standard requirements for testers.
 - Creating & updating/maintaining structured technical documentation.
 - Working with the Agile and waterfall methodologies.
 - Facilitating successful release handover to the clients.
 - Responsible for ensuring the team is building the right features & validating results by performing acceptance testing.
 - Creating business design flows using diagrams such as The Business Model Canvas.
 - Analysing stakeholder requirements with Chief Product Officers.
- Further work experience continued on second page >

Work Experience Continued...

- POLYSTREAM // Application Reliability & Platform Engineer // London, UK** Jun 2018 - Sep 2019
 Polystream is a technology platform that provides streaming of 3D applications, such as games, CAD, and visualisation software, from a virtual machine (VM) or container in the cloud to a local client device without using a cloud-based graphics GPU. The underlying technology is covered by US / Rest Of World (ROW) patents.
 - Used an Agile approach to development, delivery & test.
 - Participation in Demo's & retrospectives - reviewing and accepting stories as 'DONE'.
 - Built & designed Internal Game Database using Azure, SQL, Angular Material & C#.
 - Updated & added to internal testing tools using XML, Git, AWS, VS.
 - Regularly fixed bugs using Git & GitFlow.
 - Actionable story writing with Head of Product for development team in stand-ups.
 - Maintaining internal & external technical platform engineering documentation.
 - Attended fortnightly Jira meetings to assign goalposts for the engineering platform team.
 - Ensured reliability & availability of application services.
 - Communicating with video & gaming companies about software updates & troubleshooting issues.
 - Monitored cloud-based servers to ensure a high level of confidence.
 - Kept cloud JSON configuration files up to date for deployment.
 - Diagnosing & fixing JSON config. files.
 - Mentoring QA teams & gathered data to present to Digital Product Manager & review.
 - Create, maintain & use smoke screen test plans for active games with defined limits.
 - Provide constructive feedback to the platform engineering team on tools, processed & interfaces. Testing new interfaces & functionality to improve usability & reliability.
- ASSIGNAR // Software Engineer // Sydney, Australia** Jan 2017 - Jun 2017 (Contract)
 Assignar is a construction operations software for self-perform and subcontractors. Schedule crews, equipment, improves safety and monitors progress.
 - Participation in Demo's & retrospectives - reviewing and accepting stories as 'DONE'.
 - Worked extensively with the teams to build out & stabilise the platform & product.
 - Worked with the UX/UI designers to plan & develop changes to the platform for the company's future enhancements.
 - Implemented new features in the front & back-ends, migrating legacy code from AngularJS to React.
 - API management & contributions.
 - Used agile methodologies for managing the application backed by unit e2e testing.
- ALSTOM TRANSPORT // Technical Designer // London, UK** Jan 2016 - Jan 2018
 Technical architectural designer for London Underground, Network Rail & Bristol (BASRA) on the Crossrail project producing 2D & 3D visuals for civil, mechanical engineers & tendering teams.
- FOSTER + PARTNERS // Architectural Assistant Intern // London, UK** Jan 2015 - Dec 2015
 Interacting with clients to implement their plans and goals in architectural project drawings; Using advanced software such as CAD, Microstation & ArchiCAD in preparing architectural plans; Maintaining all architectural drawings, plans, models, client specifications and survey notes in an organised manner; Attending interior design meetings and liaising with contractors; Applying survey notes in architectural drawings with precise specifications.
- WASTECONCERN // Product Manager // London, UK** Jun 2014 - Jun 2015
 Setting-up and managing a database of customers and contractors in order to privately collect people's rubbish from their houses and from professional companies all over the UK. Deal with customer complaints and researching new contractors to use for certain areas where new requests would be sent in for a collection of waste.

Skills & Experience

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| Jira, Slack, Trello, Power BI, Google Analytics, Tableau, QuickSight, Keynote, Trello, Microsoft Azure, AWS, Sourcetree, Git Github, Bitbucket, SQL, API Management, Elasticsearch, SASS, Insomnia, Postman, HTML, JavaScript, ReactJS, Typescript, AngularJS, NodeJS, C#, XML, JSON, Technical Documentation Writing, Redshift, Adobe Suite & Microsoft Suite (Inc. Access & Excel) | Agile/Lean Methodologies, Prototyping, Usability Testing, Hypothesis Testing, User Acceptance Testing, Design-Thinking, Story-Mapping, Sprint Planning, Data Analysis, MVP, Product Market Fit, Scale, Customer Journey, Strategic Foresight, Google Adwords & Analytics, Monolithic Architecture to Microservices, Roadmapping, Stakeholder Management, Working within B2B environments, CAPEX SaaS Experience, Authentication & Access Management, SAML, RBAC. |
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Interests, Groups & Volunteering

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| <ul style="list-style-type: none"> • Microsoft Public Speaking Group • ADAS • STEM Ambassador Volunteers • New Technologies • UX/UI Design | <ul style="list-style-type: none"> • Mindfulness In The Workplace & Mindfulness Leadership • Business Intelligence (BI) • Daisy Network Charity Volunteer • SHELTER Volunteer • 7 Cups Talking App Volunteer | <ul style="list-style-type: none"> • 10K Running • All Dogs Matter • Furniture Restoration • Crypto Technologies • Cheese & Wine Tasting! |
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Certificates & Achievements

Digital Product Management Certificate



Software Engineering Immersive Certificate

