

Michael Hawkins

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SKILLS

Methodologies

*Extreme Ownership ITILv3 Agile
Project Management Kanban*

Key skills

*Delivering Change Forecasting
Resource Planning Reporting
Presenting Training Recruiting
Documentation*

CAREER HIGHLIGHTS

Establishing Technical Account Manager role

Developing processes and improving relationships with key customers

PROFESSIONAL TRAINING

ITIL v3 Foundation

QA Learning 2017

Leaders in Agile series

Kent Beck, Aslam Khan, Henrik Kniberg 2011

Agile Estimating and Planning

Mountain Goat Software 2011

PERSONAL STATEMENT

A forward thinking strategist and customer-centric Technical Leader with over 20 years experience within high-pressure environments, providing technical expertise for business critical software; a strong leader and relationship builder with clients, partners and technology vendors, trusted professional with accountability for KPIs and SLAs targets. Brings to the fore, governance, service management, and continuous improvement, as well as key client and stakeholder engagement. Calm and analytical with exceptional team collaboration and mentoring skills; proven ability to create sustainable, scalable and high performing solutions closely aligned with clients expectations and service requirements. Consistently demonstrates high standards of professionalism and integrity, and applies sound judgement to decision-making processes. Renowned as a strong and supportive Team Leader committed to the achievement of individual and company shared goals.

EXPERIENCE

Technical Consulting Team Lead

Advanced | Jan 2015 - Present

- Provides leadership in a team of 6 technical consultants
- Managing change for customer software solutions
- Technical lead on integration projects using SOAP / REST web services
- Develop and deliver training material for internal and external technical teams
- Delivering 3rd line support for issue resolution and root cause analysis

Owner

Runcrypto Ltd | July 2017 - Present

- Development of products and online eCommerce site
- Building, securing and monitoring bitcoin payments infrastructure
- Managing small X11 mining operation
- Providing contributions to open source software projects
- Writing industry focused blog posts

Technical Account Manager

eGain Communications | Jun 2013 - Jan 2015

- Building long lasting relationships through managing technical aspects of software solutions
- Chair weekly meetings with 2 - 4 account stakeholders
- Deliver project governance for professional services team
- Lead technical teams across 3 departments to work on high impact incidents
- Develop KPIs and SLAs targets with stakeholders

Professional Services Consultant

Pitney Bowes Software | Apr 2008 - Jun 2013

- Managing projects throughout SDLC, with teams of 1-4 developers over 3-12 months
- Responsible for engaging with sales prospects to plan, document, implement and support software systems
- Providing relational database design, implementation and optimisation
- Provide 2nd and 3rd line support for the business unit's software portfolio