

# Michael Hawkins

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## CAREER HIGHLIGHTS

### Upgrade Role-out

Successfully managed processes and capacity through aggressive roll-out of software update to 300 customers over 18 months at Advanced. The project was completed before the hard deadline when Adobe Flash was disabled in Jan 2021.

### Establishing Technical Account Manager role

Lead the development of processes and relationships in the new role of technical account manager and customer success team at eGain. Engaging with key customers to drive new revenue and retention.

### Leading change to Agile Methodologies

Delivered change through research and training the Professional Services delivery team, transitioning to an Agile Development workflows. A part of a company wide initiative at Pitney Bowes Software working with Mike Cohn of Mountain Goat Software.

## PROFESSIONAL TRAINING

### MBSE: Model-Based Systems Engineering

University at Buffalo 2024

### Microservices Architecture - The Complete Guide

Memi Lavi 2023

### 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

## SKILLS

### Methodologies

Extreme Ownership ITILv3 Agile Project Management Kanban

### Key skills

Delivering Change Forecasting Resource Planning Reporting Presenting Training Recruiting Documentation

## 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

### Senior Software Developer

Netcall | Jun 2021 - Present

- Low code application development with Liberty Create
- Collaborating with Agile Product Owners to understand business processes and map data structures and process flows
- Developing custom widgets and user interface components using JavaScript and Vue.js
- Implement integrations with external systems using REST or SOAP APIs
- Creating high quality functional and technical documentation

### 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

### 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