

EMPLOYMENT SUMMARY

Lockhart Arts Web & Systems Consultancy (Freelance), May '18 – Current

Data Analytics: Google Advanced Data Analytics Certified

Data Aquisition: API & Web Scraping

Application Development: Python/JavaScript/vsCode/linux

Web Development: Flask/NextJS

Cloud Deployment: Google Cloud/AWS

Extensive use of the Python, Javascript/React/NextJS.

Secret Escapes: Feb '18 – May '18 : Agile Delivery Manager

This was a newly created role within Secret Escapes.

My initial focus here has been on creating an environment which enables & facilitates self organisation; team ownership & willing accountability.

This included educating the stakeholders in how their actions can empower/dis-empower the team and that failing to take 'soft' issues into account can have very hard consequences. This has proven to be an on-going battle.

My team is distributed across numerous locations: UK; Germany; Poland & Macedonia.

On my joining, the Dev environment was (& is) in flux and, lacking a Tech Support Mgr at that point, my first focus was on prioritising delivery against support and setting stakeholder expectations appropriately. This stemmed an on-going & un-sized dilution of the teams focus while maintaining an agreed level of support.

This also facilitated the on-boarding of a Tech Support manager latterly which removed a significant burden from the team.

Effective comms was also a priority. We use Hangouts & Slack extensively & I've latterly been experimenting with shared, on-line whiteboard tech to enable team collaboration & problem solving. Another imminent innovation is the adoption of of tech that can turn any surface into an interactive touch surface – hugely enabling when coupled with the shared whiteboard tech.

Within a short time we built trust as a team and I am very proud of the degree of self-organisation and ownership demonstrated by the team.

TUI (Thomson plc): Apr '14 – Apr '16 : Scrum Master

I joined as Scrum Master(SM) to the Backend team working on the Phoenix Project. Phoenix was a Group wide initiative to upgrade & integrate the entire systems architecture and the business processes they support. Development & Test were sub-contracted to an external, off-shore supplier.

Phoenix was initiated after the failure of the initial waterfall attempt to achieve the same goal with the same off-shore teams remaining in place. Additionally, TUI had contracted an Agile consultancy to implement the framework who, as they approached completion of their contract, described all teams as having achieved self-organising status. The reality was somewhat different.

Robert Craig