

Starting as a Software Developer I fulfilled numerous roles both within & without IT but always focusing on maximising the service and utility to the end user.

SKILLS SUMMARY

IT Management:

Key skills: Listening; Communication; Negotiation; Empathy; Perspective, Persistence, Focus.

Understanding of & commitment to the Agile approach in all development & business processes. My experience of Agile covers Scrum, Lean, Kanban & the over-arching principle of Kaizen.

Scrum focuses on team management & delivery. It is an iterative, incremental process for developing any product or managing any work.

Lean focuses on the elimination of waste in any process. A lean organization understands customer value and focuses its key processes to continuously increase it.

Kanban focuses on capacity management. It allows us to explicitly manage work-in-progress and to identify & so, address, bottlenecks.

Kaizen: continuous, incremental improvement in all aspects of the business.

Mgmt Tools:

Project Mgmt & Collaboration (**Basecamp**) ; Ticket Mgmt (**JIRA Agile – Scrum & Kanban/Mingle/Rally**) ; Code Mgmt (**Bitbucket/GitHub**) ; Knowledge Base (**wiki**)

ADDITIONAL INFORMATION

I hold a full clean European drivers license. I am able to provide character references as required.