



# JAMIE EGAN

Experienced Technology Leader & Developer

## CONTACT

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## EDUCATION

### COMPUTER SCIENCE BSc(hons)

University of Glasgow, UK  
2002- 2007

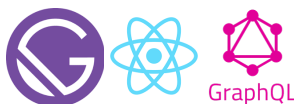
### COMPUTER & INTERNET TECHNOLOGY PgDip

University of Strathclyde, UK  
2008 – 2009

### SVQ LEVEL 4 MANAGEMENT

Chartered Management Institute, UK  
2014

## TECH SKILLS



## PROFESSIONAL PROFILE

Over 10 years' experience in technology & leadership roles in Canada, Germany and the UK. Special focus on e-commerce and business process improvement through technology. Undergraduate and postgraduate qualifications in Computer Science. Software development experience in JAM Stack - Javascript, React, Gatsby & GraphQL.

## WORK EXPERIENCE

PJ CONTRACTS // NOV 2020 – PRESENT // GLASGOW, UK

Web Developer

Working with local SMEs to improve their digital offerings. Delivering React websites using the JAM Stack with Gatsby & Netlify

PETHEALTH INC // JUL 2019 – SEPT 2020 // TORONTO, CANADA

Vice-President Sales Optimization

Leading the analysis, design and implementation of sales operations projects across the organisation. Lead Contact Centre technology projects as well as Workforce Management and Training & QA teams. Worked with other business leaders to ensure that internal tools met the needs of all stakeholders

- Reported directly to the group Chief Sales & Marketing officer
- Implemented Calabrio One replacing current Workforce Management & Quality Management tools
- Implemented Help Scout customer service tool to replace legacy email & live chat systems providing improved customer experience
- Restructure of existing Workforce Management, Quality Assurance & Training teams into a stakeholder focused Contact Centre Operations department
- Delivery of new real-time reporting tools to support business leaders

VIOVET GMBH // JAN 2017 – MARCH 2019 // BERLIN, GERMANY

Managing Director

Full P&L responsibility for c.€10M business unit

- Reported at VP-level to group level CEO/CFO and non-exec shareholders
- Involved in full acquisition process from initial contact, due diligence & close
- Project managed IT migration of website from legacy platform
- Developed 5-year strategic plan for EU expansion
- Restructured business, closing site and outsourcing to parent company site in UK. Transitioned customer base to new platform/brand

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## KEY SKILLS

Relationship Building  
Project Management  
Web Development  
Change Management  
Process Improvement  
Team Leadership  
International Markets  
Strategic Planning

## INTERESTS

Running  
Travel  
Reading Books  
Watching Movies

## LANGUAGES

English (native)  
German (basic)

## WORK EXPERIENCE *CONTINUED...*

VIOVET LTD // JULY 2015 – JAN 2017 // LUTON, UK

Operations Director

Responsibility for all operations & logistics of a c.£30M business. Lead significant change and improvement processes during a period of growth

- Successfully integrated 2 acquisitions into existing site
- Led IT strategy meetings and helped develop tech-roadmap
- Created operations team, bringing all in-house procurement, logistics and support functions into a single team
- Renegotiated all key vendor agreements and implemented an annual tender process, achieving substantial savings and improved cash flow to benefit group FCF targets
- Complete review and restructure of all logistics processes to drive operational efficiency

VET MEDS DIRECT // JULY – NOV 2014 // EDINBURGH, UK

Online Operations Manager

Responsible for all online operations & logistics

- Renegotiated key carrier arrangements to reduce costs
- Managed all IT systems
- Documented key processes and implemented SOPs across the business
- Managed the out-sourcing of the site after the business was acquired

PARTY PROPS // OCT 2008- MAY 2014 // GLASGOW, UK

E-Commerce Director

Joined a traditional bricks & mortar retailer and built out a successful online operation

- Grew business unit for almost-nothing to £3M+ revenue
- Responsible for all IT operations & planning
- Designed and implemented all operational processes
- Oversaw all procurement for both services and inventory
- Lead an international expansion project growing revenues significantly in Germany, France, Spain and Italy