**Robert David Gillespie**

* Leader and innovator.
* Creator of content pipelines focused on serving the user.
* Mentor of content creators.
* An accomplished and dynamic creator of content users want.
* Evangelist for minimalism.

Throughout my career, I have striven to meld superlative content, rich, persuasive, and effective, with operational efficacy. Operational efficacy in the digital age is founded on achieving efficiency through the application of automation and robotics, augmented with evidence-based continuous improvement. Continuous improvement is an engine fine-tuned by the rigorous application of data-driven analysis. The ambition is to deliver personalized content when, where and how users request it, based on a nuanced analysis of user behaviour.

I have always believed in the value of leadership through example: showing the way in challenging times through achievement and mentoring the ability in others. Didactic leadership has been an imperative throughout my career. I have created and delivered a diverse range of training, from technical, to the fundamentals of content creation and achieving business goals through content.

I have spoken at numerous conferences worldwide and extolled the virtues of content-ops and w3c standards for content management. Content-ops is the application of the principles of DevOps to the commissioning, creation, and management of content, bringing creators, users, and stakeholders together. The prime directive is to apply data analysis to deliver better content more effectively and at the lowest total cost. Achieving well-defined strategic business goals is the true purpose of well-crafted content.

**Key skills:**

* The ability to quickly assimilate diverse information, while adapting to and shaping circumstances in dynamic environments.
* Consensus building and leadership.
* The formulation of credible and nuanced content strategies to achieve multiple ambitions.
* Deep analysis, data-driven decision-making, and strategic planning.
* The ability to apply Artificial Intelligence, big data and analytics, automation and robotics to the definition, creation, and management of exquisitely crafted content.

**02/22-current Technical writer/Information Architect ZILOTM**

*AWS/GitHub/blockchain/APIs/ML/NLP-Global fund management*

* Creating user guides and videos to support users achieving complex operational aims.
* Developing an organization-wide content strategy founded on W3C standards: RDF, OWL and SPARQL to empower data-driven and rich user experiences.
* Creating content to enable technical support and optimise user satisfaction.
* Developing policies and procedures to implement Agile development.
* Creating a suite of functional tests.

**Information Architect and technical writer (contract), 2019-2022**

**Technical writing**:

* Deployment and configuration.
* REST and SOAP API guides.
* Architecture and technical specifications.
* Operation: GUI and CLI
* Security and compliance, notably GDPR, ISO27001 and CSA.
* Modes of operation for support teams.
* Operational risk identification and mitigation matrixes.

**Content-Ops Strategy**: supporting a project to transform the Department of International Trades content and information management system and user interfaces.

**Information architect, contract, corporate and institutional bank, 10/18- 10/2019**

*AWS/GitHub/Jenkins/Bitbucket/Kubernetes/Artifactory/REST APIs*

I supported the Introduction of DevOps-as-a-service globally as part of a wider digital transformation of banking services:

* Establishing modes of operation, good practice guidance and competence matrices for content teams globally to create content for a range of channels from websites, through newsletters to chatbots and bespoke User Interfaces.
* Organising and managing meetings with key stakeholders, defining objectives, allocating tasks and monitoring and managing achievement.
* Creating and curating the single source of truth for the projects design, objectives and management.
* Developing process workflows, operational guides, runbooks, and service guides.
* Defining policies to ensure application of the Scaled Agile Framework and the achievement of TOGAF objectives. Monitoring the achievement of the same.
* Creating security and compliance standards with the Security Operations Centre, notably ISO27001, CSA and NIST Cloud Framework. Ensuring compliance within a highly regulated industry.
* Creating robotics and automation process flows, stage definitions, KPIs and outcomes.
* Creating operational risk identification and mitigation matrixes.
* Conducting user workshops, peer evaluation sessions and beta-testing. Applying needs and requirements analysis to define aspirations and goals, empowering knowledge, and understanding gap definition.
* Developing user profiles and continuous improvement feedback mechanisms.
* Applying evidence-based solutions and design methodologies to improving user satisfaction and solution up-take.
* Establishing guidance on artifact life-cycle management, versioning, metadata and naming good practices.
* Providing advice on Agile project management from ticket creation, through ticket management and process flows to inter-working with chatbots and robotics.

**Senior Content manager/architect, contract, global education provider, PaaS Project, 09/17-10/2018**

*AWS/Terraform/Prometheus/Lambda/GitHub/Kubernetes/REST and SOAP APIs/Confluence/SharePoint/Web*

* Leading teams and stakeholders to imagine, create and deliver new ways of working through workshops.
* Negotiating and establishing Service Level Agreements and KPIs.
* Defining policies to ensure application of the Scaled Agile Framework and the achievement of TOGAF objectives. Monitoring the achievement of the same.
* Creating the processes for the creation and management of UI and chatbot content.
* Conducting user workshops, peer evaluation sessions and beta-testing. Applying needs and requirements analysis to define aspirations and goals, empowering knowledge, and understanding gap definition.
* Planning training delivery and creating collateral to assist change management.
* Creating API guides.
* Developing process workflows, operational guides, runbooks, and service guides.

**Content manager/strategist, contract, Switzerland 03/2017-09/17**

Supporting an Innovative project to introduce Service Orientated Architecture in DevOps mode to a mission critical environment:

* Creating an automated content pipeline for technical and business communication.
* Defining a communications and content strategy with associated KPIs based on user and needs analysis.
* Leading and inspiring content creation teams from a variety of disciplines using workshops and requirement hierarchies.
* Creating content for the corporate intranet, change communication and consultation.
* Planning training delivery and creating collateral to assist change management.
* Developing process workflows, operational guides, runbooks, and service guides.

**Content strategist/content engineer, Nokia 2008-03/03/2017** Budapest, Hungary.

*AWS/Azure/Linux/Kubernetes/Helm/3-4-5G/IOT/JIRA/REST and SOAP APIs/Oxygen/Git/Web*

I worked on a variety of products and disciplines, including infrastructure, security, multi-device, Web gateways, API gateways, Linux Containers, APIs, Big data and analytic integration, and wearables.

**Content creation:**

* I worked with the product architecture team to create a single source of truth about the progress of the project, technical ambitions, container development, common architectural guidelines and progress monitoring.
* Security
* Cloud, container architecture, service deployment, and automation.
* Solution architecture, deployment and security configurations.
* Relational databases, data management, persistence, and recovery.
* Telco cloud evolution to 5G, IOT, cloud native-ness, and App stores.
* Running workshops with operators to define expectations and improve user satisfaction.
* Developing user profiles and continuous improvement feedback mechanisms.

**DevOps global task force**

* Leading content creation team to define and develop innovative solutions.
* Creating a development, deployment, collaboration, and sales pipeline.
* Building consensus with stakeholders and agreeing KPIs.
* Implementation planning: creating communication and training collateral.

**Sales and marketing (secondment, 1 year):**

* Creating marketing collateral: slide decks, messaging, and white papers.
* Devising a social media strategy.
* Collaborating with Agencies and partners.
* User testing and workshops.
* SEO, creating landing pages, and developing rich media.

**Education:**

Newcastle University, Advanced Historical Studies MA

Newcastle University, History BA

**Interests**

Technology, travel, Thai food and William Morris.

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