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Top Skills

Software Project Management
Business Analysis
Test Management

Certifications

DevOps Leader (DOL)
Certified SAFe 4 Practitioner
DevOps Foundation (DOFD)
Managing Successful Programmes
(MSP) Practitioner
Managing Successful Programmes
(MSP) Foundation

Publications

"Diverse Voices: International
Students in Irish Higher Education"
"International Perspectives on
Teaching and Learning in Higher
Education"

Kris MacBan

Happy organising stuff and making things.
Edinburgh, Scotland, United Kingdom

Summary

I love to deal with people, change and new ideas. I like to get to the root of projects or problems and have a genuine interest in using technology and creative thinking to solve business needs.

I welcome the chance to expand my professional network, however, I generally don't accept connections from individuals I haven't met.

Experience

Lloyds Banking Group
9 years 5 months

Engineering Lead
August 2022 - Present (8 months)
Edinburgh, Scotland, United Kingdom

Full Stack Software Engineer
September 2018 - August 2022 (4 years)
Edinburgh City, Scotland, United Kingdom

Developing web solutions for the Insurance Division's agile Digital Lab, primarily using JavaScript, ReactJS & NodeJS. Currently working to improve journeys for our Workplace Pension customers.

Programme Manager
March 2017 - September 2018 (1 year 7 months)
Edinburgh, United Kingdom

Responsibility for a team of business and IT project managers delivering multiple concurrent change projects for our Corporate Pensions & Retirement Account proposition.

I am responsible for ensuring that customer focus is paramount within workstream delivery and that time, budget and quality standards are met. I serve across Insurance brands but primarily Scottish Widows and SWWP.

Senior Project Manager
March 2016 - March 2017 (1 year 1 month)

Edinburgh, United Kingdom

Leading a team of business and IT project managers in the delivery of insurance change projects across multiple business units and products (Lloyds/Halifax/Bank of Scotland, Clerical Medical & Scottish Widow brands). Multiple concurrent projects ranked up to and including Gold (+3m).

I assist with managing interdependencies within our portfolio and serve as a point of support/best practice and escalation for risks/issues. I lead on a range of continuous improvement activities within the division/BU and serve as a process auditor on behalf of the Group.

I am also responsible for scoping, planning and managing change projects through the project delivery lifecycle. I ensure that time, budget and quality standards are met.

Lead Project Manager

November 2013 - March 2016 (2 years 5 months)

Edinburgh, United Kingdom

Delivery of insurance change projects across multiple business units and products (Lloyds/Halifax/Bank of Scotland, Clerical Medical & Scottish Widow brands). Multiple concurrent projects ranked Silver/Bronze (up to £3m).

I am also responsible for scoping, planning and managing my own change projects through the project delivery lifecycle. I ensure that time, budget and quality standards are met.

I also lead on a range of continuous improvement activities within the division/BU and serve as an agile ambassador within the Division.

Private

Web Developer

2010 - December 2019 (9 years)

Working with small organisation to develop and maintain tailored content managed solutions using Wordpress (php) and Umbraco (.net)

Lionbridge

Global Project Manager

October 2011 - November 2013 (2 years 2 months)

Dublin, Ireland

Lionbridge is a leading provider of translation, development and testing solutions. We enable clients to create, release, manage and maintain their technology applications and web content globally.

Based in Dun Laoghaire and then more recently working remotely from Edinburgh, I hold a Project Management role within our global Microsoft group. The focus of my work has been servicing a number of high profile Microsoft programs but particularly the Windows Operating System.

Our team co-ordinate translators and software engineers in local and international offices (e.g. Mumbai, Beijing and Slovakia) in the localisation of core software and web services into over a hundred major and long tail languages.

- First point of contact with client
- Responsible for program finances
- Vendor and subsidiary management
- Lead and support virtual teams in local and global development centers
- Employing PMP as the default structured project management methodology
- Supported by LEO quality methodology (internal group auditor)

Irish Non Profit Knowledge Exchange (INKEx)

Project Manager

September 2010 - October 2011 (1 year 2 months)

Dublin, Ireland

Irish Nonprofits Knowledge Exchange (INKEx) was an independent, nonprofit technology project working to build a comprehensive, live database (MS SQL) to present Irish non-profit organisations to the web.

As the Project Manager, I provide an important leadership role in the development of a new web based service (Irishnonprofits.ie) and a comprehensive data services infrastructure for and about public benefit entities in Ireland.

Along with providing technical/business analysis, quality assurance (including test management and execution) and leadership within the full development life cycle - I am responsible for engaging with the community, funders and stakeholders.

Prior to the public launch of a custom built .Net web application, we will be rolling out this web based service to the 8,500 nonprofit organisations in scope. This includes charities, community & voluntary organisations, NGOs and civil society organisations.

An agile Scrum master methodology is supported by standard tools such as: SQL Management Studio, MS Project, MS Visio. I also established/configured/managed a range cloud services include Google Apps Suite, Salesforce, Zoho & Basecamp.

PDMS

Business Development Manager

June 2009 - September 2010 (1 year 4 months)

Isle of Man/ London

An online enterprise business system provider for the public and private sector based in London and the Isle of Man. PDMS facilitated the further development of my project leadership, business and technical analysis skills.

I worked initially as a Graduate Trainee Project Manager. After becoming a Prince2 Practitioner, I was then appointed Business Development Manager. Within this role, I was charged with development of products (e.g. CMS), client engagement/technical analysis and growing our client base.

During my time I was also seconded to Isle of Man Government's Framework teams to provide business analysis, quality assurance (software testing) and support in project management.

Using a scaled PRINCE2 project methodology, projects included the governments' accessibility project, IOM Gov/PDMS Business Process Review and the development of articles, case studies and technical documentation to support the marketing strategy of PDMS proprietary .Net systems.

Union of Students Ireland

Southern Area Officer

June 2008 - December 2008 (7 months)

A full time leadership position with Ireland's sole national student representative organisation (250,000 members).

Skills: Campaigns, Coordination, Lobbying/Representation, Policy White Papers, Web Development, Communications, Training

University College Cork

2 years 3 months

Student Ambassador

July 2006 - August 2008 (2 years 2 months)

Working with the University Admissions office to facilitate activities run for prospective or new students - including open days and orientation. This included leading induction sessions on Faculty and Student Life.

Media & Communications

June 2006 - June 2007 (1 year 1 month)

Within this role I was predominantly based as a tour guide and staff member with UCC's new Visitor Centre but the position also involved a role within UCC's public events such as launches or Graduations

Skills: Public Speaking, Customer Service, Time Management, Event Management

University College Cork Students' Union

President

June 2007 - June 2008 (1 year 1 month)

A full time position leading the student representative, service and support body of the largest Irish University outside of the capital.

Chief Representative to University, local authorities, national political bodies, commercial organizations, and media.

Chairperson of the Executive Committee of the Students' Union

SU Chief Financial Officer

UCC Governor & Director of various companies.

Highlights include leading the highest grossing student charity week in Irish history and raising election turnout by 100%.

Skills: Team Work, Campaigns, Leadership/Management, Financial planning, Co-Ordination/Delegation, Representation/Lobbying, Project & Event Management, Press/Media & Publicity

UCC Societies Guild

President

June 2006 - June 2007 (1 year 1 month)

Elected by the student body of UCC to the position of President of UCC's student activities body. In this role I was the leader, manager and chief

spokesperson of the organisation which governed 100 societies/student activities in UCC.

Within the role, I acted as the main representative of all UCC student activities when engaging with members of the university management, the student's union, as well as any ceremonial capacities as required. I managed and delegated portfolios to a team of seven officers on the executive and a number of staff.

I served as the chief financial controller of the Societies Guild in managing a budget of over €900,000.

Charterhouse Group International

New Business / Sales & Marketing / Customer Service

May 2000 - November 2006 (6 years 7 months)

I held various full time and part time positions (during study).

Core responsibilities throughout my time with the FPS Group focused on customer services and administration in a busy financial services environment. Tasks required accurate data input, application and retrieval, often during live telephone calls.

The most recent position, before returning to full time study, involved supporting the Sales & Marketing office in its promotions & campaign activities.

Skills: Sales/Marketing, Customer Service, Leadership, Data entry/manipulation, Phone Service, Training, "Know your customer"

University College Cork Students' Union

Communications & Publications Officer

June 2005 - June 2006 (1 year 1 month)

A full time post as manager of the commercial services of UCC's Students' Union. I was also responsible for leading public relations and marketing, event management and campaigns.

Within this post I was also the General Manager of the UCC Student Newspaper (UCC Express) – within my remit I was responsible for funding, advertising, printing, design, HR and legal responsibility for content.

Highlight included massively increasing revenues from advertising, commercial and events, representing the University (locally/regionally/nationally) and also in introducing a major communication strategy. This included leading the design and development of a new website, branding and campaign materials. The UCC Express was also nominated for Best Student Publication – National SMedia Awards

Skills: Sales/Marketing, Graphic Design, Team Management, Web Publishing, Communication Solutions, Project Management

Royal Skandia

Nordic Department

May 2003 - July 2003 (3 months)

A position as a temporary office junior required me to carry out general office tasks such as filing and data input.

Skills: Data Entry, General Office Duties, Intranet & IT systems

Mitre Hotel, IOM

Barman

May 2002 - June 2003 (1 year 2 months)

Food/Beverage Service

Club One

Barman

June 2000 - June 2003 (3 years 1 month)

Food/Beverage Service including providing cocktail bar setup and service at special events (off site)

Bar Logo

Duty Manager

January 2000 - June 2003 (3 years 6 months)

Cocktail making, Food/Beverage Service, Health & Hygiene, Customer Service, Admin (cashing up/placing orders/timetables)

Safeway

Customer Service & Stock Control

June 2000 - February 2002 (1 year 9 months)

Dealing face to face with customer queries in a large food retail environment.

Skills: Customer Service, Cash handling, Stock take/ordering

Royal Skandia

Technical Support

April 2000 - August 2000 (5 months)

An internship supporting users via the help desk along with repairing and upgrading the computer systems within the department and at user terminals.

Skills: Technical (computer OS, internet, intranets & computer components), Customer Support, Phone Skills

Education

University College Cork

MBS (Hons), MIS & Managerial Accounting · (2008 - 2010)

CodeClan

SQA Professional Development Award, Software Development · (2018 - 2019)

University College Cork

BA (Hons), Politics & History · (2003 - 2007)

The University of Edinburgh

Level 1, Irish · (2016 - 2016)

University College Dublin

Level 1, Chinese for Beginners · (2011 - 2011)