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| Luke Lanterme |

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# Profile

Experienced banking professional skilled in digital banking, core banking, multi-country banking, and multi-country payments. Proficient in leveraging AWS cloud technology to drive digital banking solutions. Adept in software systems engineering with a focus on delivering innovative and scalable banking applications.

I have successfully lead teams that have implemented robust systems that support the operational needs of financial institutions. My expertise extends to multi-country banking, where I have navigated the complexities of managing banking operations across different regions, ensuring compliance with local regulations. I excel at translating complex requirements into actionable plans and collaborating with development teams to bring these plans to fruition.

# Experience

## Technical Product Owner | TymeX | July 2017 – Present

# About:

TymeX develops re-usable assets that are constantly optimized and can be easily replicated across our countries, enabling our banks to be built and scaled rapidly across the globe. From building the bank to running the platform, Tyme Group puts in place an expert team of engineers, designers and problem solvers to grow and scale with the bank. Delivering replicable results, customized to the unique needs of each market.

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Tech:

* AWS cloud services
* Event driven Architecture.
* Domain driven design
* Micro-services
* Continuous delivery

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* **Leading High-Performing Teams**: Orchestrated a team of top-tier developers and testers, employing Agile methodologies to construct and maintain the foundational banking platform and associated architectures. Fostered an environment of collaboration and innovation to consistently deliver high-quality solutions.
* **Integration Expertise:** Spearheaded the integration efforts with the South African banking ecosystem, adeptly establishing connections for both Electronic Funds Transfer (EFT) and Card-based payment systems. Ensured seamless interoperability with industry standards to enable efficient financial transactions.
* **Regulatory Compliance and Industry Standards**: Directed industry testing procedures mandated by regulatory bodies such as the Payments Association of South Africa (PASA), ensuring adherence to industry standards and compliance with regulatory requirements.
* **Strategic Feature Development:** Engineered new platform features aligned with the overarching business strategy, strategically aimed at expanding the active customer base. Leveraged market insights and technological advancements to drive customer acquisition and retention.
* **Collaboration with Third-Party Providers:** Collaborated with various third-party providers to integrate value-added solutions into the banking platform, enriching the customer experience with offerings such as airtime, electricity, and lottery services.
* **Operational Efficiency Enhancement:** Designed and implemented tools to streamline operational processes, empowering operational teams to deliver exceptional service to customers consistently. Ensured operational resilience and agility in response to dynamic market conditions.
* **Strategic Architecture Oversight:** Contributed as a key member of the enterprise architecture board, providing strategic guidance and oversight to architectural decisions, ensuring alignment with business objectives and technological advancements.
* **Performance Metrics Implementation:** Developed and implemented Key Performance Areas (KPAs) with measurable key performance indicators (KPIs), driving team growth and performance optimization. Utilized data-driven insights to continuously improve team efficiency and effectiveness.
* **Senior Leadership Engagement:** Held a pivotal role within the Management Committee (MANCO), reporting directly to the Chief Technology Officer (CTO). Engaged in high-stakes stakeholder interactions on a daily basis, aligning technology initiatives with organizational goals and priorities.

## Digital Development Manager | MWEB | July 2015 – July 2017

# About:

Pick n Pay is a prominent South African retail chain known for its comprehensive range of groceries, household goods, clothing, and general merchandise. Founded in 1967, Pick n Pay has grown to become one of the largest supermarket retailers in South Africa, with a significant presence across the country.

Tech:

* Native and hybrid mobile dev (Java for android, Swift, objective C, Cordova)
* Java spring and spring boot
* Hibernate and JPA
* SAP (CRM HANA, ERP and BW)
* Deep integrations using REST, SOAP, socket (node) and ISO protocols to talk to many upstream providers to implement value added services (airtime, data, electricity, bill payments etc)
* Build and CI (Jenkins, bamboo)
* Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
* Grew customer based and increased restaurant social media accounts by 19% through interactive promotions, engaging postings and contests.
* Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.
* Successfully redesigned existing inventory system, ordering and food storage practices, resulting in a 6% decrease in food waste and higher net profits.

# Education

## bachelor of science in business administration | june 2013 | bigtown college, chico, illinois

## associate in arts in hospitality management | june 2011 | bigtown college, chico, illinois

# Skills & Abilities

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| * Accounting & Budgeting * Proficient with POS systems * Excellent interpersonal and communication skills | * Poised under pressure * Experienced in most restaurant positions * Fun and energetic |

# Activities and Interests

Theater, environmental conservation, art, hiking, skiing, travel