Joseph Manuel

Full Stack Software Developer & Experienced Data Analytics/Visualisation Professional

Contact

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About

Joe is a highly driven Full Stack Software Developer and globally experienced Management Consultant with extensive multi site, multi system/platform, off-shoring & outsourcing experience. Joe has a proven track record in implementing and driving best in class Workforce planning applications,Telephony systems & Business Intelligence applications for blue-chip companies across Europe & Asia over a career spanning 19 years.

Profiles

GitHub

mickeyjoe75 (https://profile-summary-for-github.com/user/mickeyjoe75)

LinkedIn

mjmconsultinc (https://www.linkedin.com/in/mjmconsultinc/)

Stack Overflow

9473322 (https://stackoverflow.com/users/story/9473322)

Twitter
@MjMSquawk (https://stocktwits.com/MjMSquawk)

Work

CodeClan

2018-03-05 — 2018-06-22

Trainee Full Stack Software Developer   https://codeclan.com/ (https://codeclan.com/)

A 16 week Full Stack Software Development Bootcamp with a curriculum that is project-based and includes: • Version control via Git and GitHub • Object Oriented Programming (Ruby, Java, Javascript) • TDD in Ruby with MiniTest, in Java using JUnit and Mockito, and in JavaScript using Mocha • Web app development with Sinatra, Express and React • HTML and CSS • Database design with PostgreSQL and MongoDB • Use of Ajax and Document Object Model manipulation • A teaching environment comprised of agile methodologies in 3-week learning blocks, 1-week project sprints and daily morning scrums. The CodeClan four-month intensive course is SQA approved and awards a PDA in Software Development (SCQF level 8).

Highlights

- A web application "ProActiveWFM" using Ruby on Rails and CRUD and RESTful methods
- A vanilla JavaScript Full Stack Web app group project "Education App" with no frameworks and utilising NPM packages,Webpack,NodeJs,MongoDB & Express
- An Android todo list app "proActiveScheduler"

IP Integration Ltd

2015/10/01 — 2018/03/01

Senior Consultant -   https://www.ipintegration.com/ (https://www.ipintegration.com/)
Operations Planning and Analytics

Managed Analytics for clients using Tableau platform, well versed with Tableau Desktop, Tableau server and Tableau online. Performed extensive GAP analysis in the project as there were numerous 'As-Is' and 'To-Be' conditions. Building, publishing customized

interactive reports and dashboards, report scheduling using Tableau server. Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.Intraday Task Management : Interaction Analytics:-Speech, text and social media analytics can connect the customer journey and provide actionable insight. Voice Self Service/Biometrics:-Automated customer service can reduce the cost to serve and improve overall customer experience. Technology Roadmaps:-Ensure alignment of your technology strategy towards the achievement of targeted business outcomes. Discovery Programmes:-From assessing candidate functions for automation to business process analysis and re-engineering. Programme Management:-Full cycle programme management from feasibility and definition through to operationalisation.

Numero Uno Apps Development Ltd. & SMJ Business Services Ltd.

2014/07/01 —

Founder & Managing Director http://numerounoapps.com/ (http://numerounoapps.com/)

Strategic Consulting in Business Intelligence (Tableau,SQL)& MIS |Website Hosting&Development| Mobile Apps Development||Bid/Price Modelling for BPO/Outsourcing Contracts|| Resource/Capacity Planning||Advanced Excel Modelling|| WFM Optimisation(Verint)|| Shift/Staffing Reviews/Optimisation||Dialler/Data Strategy|| Project Management.

Portsmouth Health Limited

2015/07/01 — 2015/10/01

Interim BI & WFM Consultant   http://www.phlgroup.co.uk/ (http://www.phlgroup.co.uk/)

Set up MI and Planning department for an NHS contractor providing Out of Hours GP cover service.

benenden group

2014/08/01 — 2015/02/01

Interim BI & WFM Consultant   https://www.benenden.co.uk/ (https://www.benenden.co.uk/)

WFM tools and practices optimisation: * Building a Capacity and Resource plan for the Benenden Healthcare Member services through Advanced Excel templates and optimizing the use of Verint Impact 360 Ver.11 system and Speech Analytics and Avaya AACC

platform. *Training and developing the onsite resources and build a business case for WFM department.

Thames Water

2012/10/01 — 2014/07/01

Senior Manager - BI, https://www.thameswater.co.uk/ (https://www.thameswater.co.uk/)
WFM & Special Projects

Heading the Business Intelligence,Reporting,WFM and Real Time Command Center for Thames Water Customer Services, business lead role in CS Change and Transformation projects , leading a multi site, multi discipline team for the Thames Water utilities RP & BI function covering all planning and MI disciplines for a multi-site operations through Capacity & Resource Planning, Forecasting, Scheduling, Intra-day & MI for Customer Services organisation

Highlights

- Opex savings of £2M in Contact Centre budget in the current FY through optimised resource plans and improved forecast process for Billing and Operations Contact Centres

- Introduction and set up of a Business Intelligence team for Customer Services by migration of MS ACCESS and VBA based reporting into an SQL reporting Server.

Ember Services

2011/10/01 — 2012/10/01

Management Consultant http://www.embergroup.co.uk/ (http://www.embergroup.co.uk/)
(Freelance)

Business Intelligence and Analytics ●SQL query, SAP Business Objects and Excel VBA expertise ●Automation and design of Reports / Dashboards and KPI definition for major blue-chip UK companies ●Setting up and off-shoring of MI function ●Managing and optimizing support areas such as WFM, Dialler and MI teams across UK and India ●Forecasting& Planning for Inbound / Outbound / Back office / Mail Room workloads ●Call flow analysis, call driver / root-cause analysis, campaign, agent performance analysis ●Data modelling, data mining, data warehousing techniques ●Project Management of transition

and transformation programmes / projects • Predictive Dialler / data optimisation and analysis and expertise on high impact dialling/campaign set up strategies and Ofcom compliance

HCL Technologies

2006/11/01 — 2011/10/01

Head of Operational Support   https://www.hcltech.com/ (https://www.hcltech.com/)

Member of the Senior Mgmt team and Business Steering Group, Directly responsible and heading the Strategic Capacity Planning,Resource Planning,Dialler Management and Reporting and Management Information functions for HCL Northern Ireland across both sites in Belfast and Armagh with 2000+ employees Expertise on Business Analytics and Six Sigma methodology

Various Roles

1998/02/01 — 2006/11/01

https://www.ibm.com, http://www.vertexgroupindia.com, http://www.fulfordindia.com/ (https://www.ibm.com, http://www.vertexgroupindia.com, http://www.fulfordindia.com/)
Finance,Sales & Customer Service Roles

Various roles in Finance, Marketing, Sales and Customer Service in India spanning over 8 years, included transitioning business process from US for Sprint PCS Customer Services

Education

CodeClan

2018-03-05 — 2018-06-22

🎓 **Information Technology**
Software Bootcamp

Courses

- Object Oriented Programming (Ruby, Java, Javascript)
- TDD in Ruby with MiniTest, in Java using JUnit and Mockito, and in JavaScript using Mocha
- Web app development with Sinatra, Express and React

- Database design with PostgreSQL and MongoDB
- Use of Ajax and Document Object Model manipulation
- HTML and CSS

University of Ulster

2010 − 2011

🎓 **Business Administration & Management**

Courses

- Advanced Diploma in Management Practice
- One week Induction in the Boston Business School, MA

Mahatma Gandhi University

1995 − 1998

🎓 **Bachelor of Science(Hons)**

Courses

- Maths
- Chemistry
- Physics
- English

Skills

Data Analysis

- Tableau
- T-SQL
- python
- R
- Verint WFM
- Avaya

- PowerBI

Front End Development

- javascript
- html
- css
- bootstrap
- DOM
- jQuery
- Sass

Back End Development

- java
- ruby
- go

Databases

- PostgreSQL
- MS sql server
- MongoDB

TDD

- MiniTest
- JUnit
- Mocha
- chrome dev tools

Mobile Development

- Android
- kotlin
- flutter
- xamarin

Frameworks

- React and React native
- Redux
- Express
- Sinatra
- Django
- flask

Languages

English
Native speaker

Hindi
Native speaker

Urdu
intermediate

Malayalam
Native speaker

Tamil
intermediate

Punjabi
intermediate

Interests

Swimming

Marathoner

- Belfast Marathon 2011, time(5hrs)

Badminton

Stock Market

- Crytpo

- blockchain
- forex