

Joseph Manuel

Full Stack Software Developer & Experienced Data Analytics/Visualisation Professional
Dunfermline, Edinburgh, Scotland UK

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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.

SKILLS

Data Analysis

Advanced

tableau | t-sql | r | verint wfm | avaya |
powerbi

Databases

Advanced

postgresql | ms sql server | mongodb

Front End Development

Intermediate

javascript | html | css | bootstrap |
jquery | sass

TDD & Frameworks

Intermediate

minitest | junit | mocha |
chrome dev tools |
react and react native | redux | express |
sinatra | django | flask

Back End Development

Intermediate

python | java | ruby | go

Mobile Development

Intermediate

android | kotlin | flutter | xamarin

WORK EXPERIENCE

Trainee Full Stack Software Developer at CodeClan March 2018- June 2018

<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).

- 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"

Senior Consultant - Operations Planning and Analytics at IP Integration Ltd October 2015- March 2018

<https://www.ipintegration.com/>

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.

Founder & Managing Director at Numero Uno Apps Development Ltd. & SMJ Business Services Ltd.

July 2014- Current

<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.

Interim BI & WFM Consultant at Portsmouth Health Limited, benenden group **August 2014- October 2015**

<http://www.phlgroup.co.uk/>, <https://www.benenden.co.uk/>

Set up MI and Planning department for an NHS contractor providing Out of Hours GP cover service. WFM tools and practices optimisation: Built 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.

Senior Manager - BI, WFM & Special Projects at Thames Water **October 2012- July 2014**

<https://www.thameswater.co.uk/>

Lead the Business Intelligence, 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

- Opex savings of £2M in Contact Centre budget in the 2013/14 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.

Management Consultant (Freelance) at Ember Services **October 2011- October 2012**

<http://www.embergroup.co.uk/>

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,Set up and off-shoring of MI function

Head of Operational Support at HCL Technologies **November 2006- October 2011**

<https://www.hcltech.com/>

Member of the Senior Mgmt team and Business Steering Group, Directly responsible and heading the Strategic Capacity & 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

Finance,Sales & Customer Service Roles at Various Roles **February 1998- November 2006**

<https://www.ibm.com>, <http://www.vertexgroupindia.com>, <http://www.fulfordindia.com/>

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**Software Bootcamp Information Technology** at CodeClan
2018 - 2018

Major courses: object oriented programming (ruby, java, javascript) | tdd, full stack web app development

Grade: SCQF level 8

Advanced Diploma in Management Practice at University of Ulster
2010 - 2011

Major courses: one week induction in the boston business school, ma

Bachelor of Science(Hons) at Mahatma Gandhi University
1995 - 1998

Major courses: maths | chemistry | physics | english

LANGUAGES

English, Hindi, Urdu, Malayalam, Tamil, Punjabi

INTERESTS

Swimming, Badminton Stock Market, Chess