

SIMON HEWINS

Technology Manager / Product Owner

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Professional Summary

I am an ITIL and LeSS certified Technology Manager and Product Owner with over twenty years proven expertise delivering and managing complex IT implementations in highly-regulated and highly-agile organisations.

Work Experience

Head of Delivery / Product Owner

ConsentWise.io (Qeetoto)

Sept 2022 - Present

- Drove the conception, launch, and refinement of ConsentWise' Open Banking core service-offering to successfully enable Qeetoto to pivot and generate new revenue streams.
- Implemented JIRA instances to manage product backlog and customer service requests.
- Launched ConsentWise.io website and social-media profile to attract new business.

Head of Support

Onecom (Qeetoto Contract / Maternity cover)

Apr 2022 - Sept 2022

- Successfully executed a 'Head of Support' contract for the UK's largest independent telecoms providers.
- Managed a 14 person L1/L2 team
- Managed stake-holder interactions with CTO, Business Owners, Engineering, and Project teams.
- Executed a seamless transition of all responsibilities from the incumbent Head of Support within an aggressive three-week, maternity-leave handover plan.
- Successfully delivered all requirements of a ITIL based Service Function including Change, Incident, and Problem Management functions.

Head of Technology Support / Open Banking Product Owner

Yapily

Jul 2019 - Mar 2022

- Managed the backlog for Yapily's three core support-related products to ensure that all backlog items were clearly defined so that the SCRUM team had clarity on the product requirements and user expectations.
- Prioritised each product backlog so that the most important, highest-value tasks were worked on first.
- Evaluated the work performed by the development teams to ensure requirements were met.
- Delivered a 24x7x365 high-performing Open Banking API Technical Support service function
- Built and managed a support team with 4 direct reports based in the UK and India.
- Delivered a mission-critical Admin Tool that enabled the support team to operate efficiently within the required governance framework.
- Delivered a customer-facing dashboard to enable customers to configure their applications and view the status of their Open Banking implementations.

Head of Open Banking API Support / Open Banking Product Owner

Natwest Group

Dec 2017 - Mar 2019

- Responsible for Hiring & Training, Request fulfilment, Vendor Management, Stakeholder Engagement, MI Reporting, Audit, and Risk Management.
- Provided business insight into Open Banking business and technical operations through creation of reports and dashboards (Splunk, App Dynamics, Jira Service Desk, etc) to generate required data for OBIE regulatory reporting and to aid the support team in fault diagnosis
- Built from ground-up a global, 24x7x365 support function to service all RBS Group customers' requests.
- Built and managed a 14 person support team based in the UK and India.
- Enabled RBS to launch its Open Banking API service meeting regulatory mandated deadlines by performing all registration activities and delivery of key OBIE requested information.

DevOps Transformation Change / Product Owner

Natwest Group

Dec 2016 - Dec 2017

- Defined and refined the product-backlog of DevOps, Continuous Delivery and Agile process initiatives that the bank can use to become more agile.
- Helped customers to understand their DevOps maturity through the creation and delivery of DevOps Maturity-Model literature.
- Delivered 'Continuous-Delivery' and DevOps adoption workshops to help customers realise the benefits of adopting CI/CD initiatives.
- Delivered the Bank's first Continuous-Delivery MVP (Minimal Viable Product) helping both the customer and the bank achieve their intended business outcomes.
- Empowered customers to reduce risk and quicken delivery cycle times through the creation of an 'Automated Testing' Community of Practice

Global Head of Middleware Operations

Natwest Group

Aug 2012 - Dec 2016

- Built and cultivated a global team to deliver ITIL Service Operations processes including: Change Management, Incident Management, Problem Management and other ITIL processes.
- Managed a 40+ global team with team members based in Singapore, India, London, and New York.
- Reduced operational risk through orchestration of business-continuity and disaster-recovery events, ensuring any identified issues were captured and resolved through the bank's risk management process.
- Reduced annual running costs by £270k-a-year through implementing strategic offshoring whilst not impacting team morale or customer service.
- Delivered a major integration project consolidating two bank's technologies (ABN and RBS) on to a common middleware, enabling application simplification and cost reduction.

Licences & Certifications

- LeSS Practitioner
- ITIL Service Strategy • Service Transition • Service Design • Service Operation • Continual Service Improvement
- Microsoft Certified: Azure Fundamentals

Education

- University of Sussex: Electronic Engineering (MEng), 1994-1998

Skills

Kanban • Scrum • Agile & Waterfall Methodologies • Cloud Computing • Atlassian Suite • Product Management • Agile Project Management • Jira • User Stories • Software Development Life Cycle (SDLC) • Business Analysis • Requirements Analysis • Requirements Gathering • Business Requirements • SQL • Confluence • Stakeholder Management • Change Management • DevOps • Consulting • Unified Modelling Language (UML) • Microsoft Office • Visio

Additional Information

Entrepreneur: I established Qeetoto outside of my regular career path. Delivered a revenue-generating real-money gambling game in a fiercely competitive, highly-regulated market. Led the development team to deliver Qeetoto's flagship online game that generated £2m in placed bets in its first year. Successfully Submitted US Patent and secured UK Trade Mark for Texas Hedge'Em.

Blockchain interest: I have an active interest in Blockchain technologies, I have my own hardware wallet, follow blockchain blogs and have started to experiment with NFTs and Smart Contracts to utilise in my next Qeetoto venture.