Kam Patel

+44 (773) 677 8319 / kam@kampatel.com / www.kampatel.com

...IS LOOKING FOR...

+ a challenge in a multi-faceted hands-on role in Financial Services / Technology;
+ a balance of thinking and doing working in the right environment, with the right culture & ethics;
+ a role which empowers innovation, thought leadership as well as delivery;
+ location / work / life balance;
+ a contract, consultancy or full-time position requiring high energy, quick thinking and pragmatic leadership.

...HAS...

+ entrepreneurial / leadership skills;
+ the ability to think outside the box
+ and be forward thinking & innovative;
+ an architectural focus to delivery balanced business & IT requirements;
+ an evangelical nature through speaking events, townhalls and informal gatherings;
+ experience in running large sales teams, technical teams and operations functions in business or technology;
+ a network second to none in FinTech's, Banking, Media, Technology and Telecoms.

...HAS EXPERIENCE IN...

+ information and security architecture;
+ applications architecture (large scale and EUCs) infrastructure architecture (data centres and cloud);
+ working with regulators globally;
+ managing stakeholders – internal and external – IT and non-IT;
+ small, medium and large-scale teams (160 FTE) and budgets ($250m).

...BRINGS TOGETHER...

+ banking experience to FinTech's;
+ experience and skills in business acumen and technical aptitudes;
+ the business and IT services;
+ diverse teams & units to deliver value.

...HAS WORKED IN ...

+ London; Montreal; New York; Hong Kong; Pune; Guangzhou; Xian; Krakow; Northampton; Edinburgh; Toronto; Hyderabad; Nottingham; Ipswich; Makati; Singapore; Vietnam; Leicester; Brentwood; Maidenhead; Frankfurt; Istanbul; Ottawa; Beckenham.

...HAS IN THE PAST ...

+ built and recruited teams (5 to 250);
+ delivered target operating models (TOMs);
+ developed products in banking, insurance, payments, credit cards, regulations, telecoms, & journalism;
+ architected end-to-end solutions in banking and telecoms;
+ delivered large-scale transformations improving ways in working;
+ driven governance and best practice in IT and business teams;
+ dealt with third party partners;
+ made choices through architectural decisions and RFI/RFP processes;
+ worked with a leading payments consultancy advising clients on payments strategies and with a global Venture Capitalist analysing potential FinTech's to invest in.

...WILL BRING...

+ industry / domain expertise with a global reputation;
+ can-do attitude along with stability into any organisation;
+ work hard, play hard ethic;
+ prioritise team building in any target operating model;
+ simple solutions to difficult scenarios;
+ world-class stakeholder management and communications across differing cultures and cross-functional areas.

... ACCOMPLISHMENTS ...

+ Big ticket Epics delivered in the Lending, Savings, Payments and Data area
+ Several dozen strategy and innovation engagements in Banking arena
+ 3-year technology roadmap for TOM transformation and LoB realignment
+ Half a dozen FinTech's assessed (strategy & technology) for VC investment
+ Delivered over 60 projects from feasibility to end-to-end designs & delivery
+ Won place on Techstars and built Proof of Concept Bank for Gig Economy
+ Drove Organisational Design - rewiring 2,300 global employees into PODS
+ Managed 65 architects globally driving Governance & internet Operating Model
+ Strategic roadmaps & projects in E2E Sales Process – CRM, Onboarding & KYC
+ Ran a 160-man sales team in 4 locations driving $250m of cross sell revenue

...CAN BE CONTACTED...

+ email: kam@kampatel.com
+ mobile: +44 7736 778 319
+ website: www.kampatel.com
+ linkedIn: linkedin.com/in/kampatel0/

...TECH STACK INCLUDES...

+ Code: C++; C Sharp; ASP Net; Java;
+ Front End: MongoDB; Express.js; AngularJS; Node.js;
+ Databases: MongoDB; Oracle, SQL
+ Apps: XCode; Objective-C; SwiftUI; Cordova; PhoneGap; Ionic;
+ Stack: Linux; Apache; MySQL; PHP;
+ Cloud: Amazon EC2; S3; RDS; Elasticache; EBS
+ Core Banking Platforms: Mambu
+ DevOps: GitHub; Jenkins; Chef; Docker; React;
+ CRM: Salesforce; MS Dynamics; HubSpot, SugarCRM
+ Data Science / Machine Learning: SSIS, Boomi, Informatica, DataStage, Talend, PowerBI

...CAREER HISTORY IS...

+ Custodiex — Digital Assets
+ My Community Finance — Lending
+ Pay-X — Payments
+ Paysafe — Consultancy
+ Neue Capital Partners — Fintech Advisor
+ E. ON UK — Digital
+ Cogni — Neo Bank
+ HSBC — Transformation
+ Lloyds Banking Group — Payments
+ Barclaycard — Cards
+ Scottish Widows — MDM / Big Data
+ Capital One — Architecture
+ British Telecom — Networks
+ Bulldog Broadband — VoIP
+ Pipemedia Internet — Broadband
+ Leicester College — Teaching
+ Vodafone — Marketing
+ Fine Point Tech — SaaS
+ Firstmark Comms — Products
+ Nortel Networks — Telecoms
+ Leicester Mercury — Journalist
+ Banca Di Roma — FX Dealer
+ Time Out Magazines — Designer

...LIKES TO RELAX BY ...

+ playing tennis;
+ watching football or sport in general;
+ traveling for business or pleasure;
+ coding apps for iPhone and iPads and playing with Generative AI.

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COO, CTO and Chief Architect with 15 years of leadership experience in designing innovative business solutions transforming technology using the latest digital tools and methodologies to make customers' banking experience simpler, better, faster & more secure.

Skilled in Payments, Regulatory, Digital Assets, Risk Technology and three lines of defence, CRM, Banking Products and Services. Proven global stakeholder management skills and communications between the business, technology leadership teams, and delivery teams (onshore/offshore, internal and SI partners).

Proven mentor and training with expertise in communicating across organisational levels and with cross-functional teams to drive shared vision and foster a culture of excellence.

KEY SKILLS

Architecture
+ Vision and Strategy
+ As-Is & Future State
+ Portfolio Architecture
+ Tech & Business Roadmaps
+ Business Driven Solutions
+ Innovation & Partnerships

Project Management
+ Delivery Focused
+ Time, Budget & Resources Management
+ Process & Governance
+ Risk Strategy & Mitigation

Leadership
+ Honesty and Integrity
+ Inspiring Others
+ Commitment and Passion
+ Good Communicator
+ Decision-Making
+ Accountability
+ Delegation/Empowerment
+ Creativity & Innovation

Transformation
+ Methods & Process
+ Organisation & Culture
+ Risks & Controls
+ Target Operating Model
+ Technology & Tooling

Stakeholder Management
+ Listening and Responding
+ Influencing and engaging

AREAS OF EXPERIENCE

+ Corporate and Retail Banking, Lending and Savings, Global Risk, Payments, Cards, Insurance, Regulatory, CRM, Onboarding, KYC, AML, Sanctions, App creation, Data Analytics, AI, Blockchain and Robotics Process Automation, Digital Assets

CAREER HIGHLIGHTS

MAR22 – MAY24 COO / CCO / INTERIM CEO
Custodiex, London (full-time)
+ **ROLE:** Provided leadership for strategic initiatives, overseeing the company's vision, commercial and ensuring operational excellence. Managed board interactions, collaborated with the management team, and executed key initiatives
+ **ACCOMPLISHMENTS:** Closed commercial collaboration agreement with one of the biggest physical security companies in the world to sell Custodiex product together with their physical security services to their financial institutions
+ Drove and supported due diligence process for a potential acquisition of Custodiex from third party including steering RFP responses, due diligence, and negotiations
+ Led customer pitches, fostering contacts for future customers and collaborations and also initiated vital partnerships and engagements
+ Re-established crucial partnerships, participated in conferences, and initiated marketing campaigns
+ Optimised board meetings, strategic moves, and workshops including facilitating smooth office relocation, engaging vital stakeholders
+ Initiated HR investigations, ensuring adherence to standards
+ Temporarily served as interim CEO, demonstrating effective leadership, strategic vision, and impactful contributions towards organisational growth and stability. Managed a broad spectrum of responsibilities, including internal investigations, strategic partnerships, fundraising initiatives, and process optimisations
+ Addressed anomalies, initiated investor search, and contributed to fundraising

JAN21 – OCT21 CHIEF TECHNICAL OFFICER
My Community Finance, London, (full-time)
+ **ROLE:** Ownership of technical direction, leading a talented, fast-growing offshore and onshore team, setting the vision of how technology will be used and lead the strategy for the various platforms including Lending, Savings, Payments and Data. Leading and shaping how the business works to achieve the strategic goal of operation excellence and be the visionary and driver of the technology strategy, in a hands-on role.
+ **ACCOMPLISHMENTS:** Big ticket Epics delivered: 15 min Bullet Loans, Nationality and Companies House API, moving from salesforce to React for UI Portal, Launching a new internal (non-credit union) lending book for Amplifi/MCF, Top Up Loans / Rescheduling, Access management for queues and logons for Salesforce, GDPR Remediation & ISO 27001, Motor Finance, Decision Engine Roadmap and more.
+ RFP: Devised, delivered and vendor selected and programmes driven in Machine Learning / AI and Collection / Arrears Management System
+ Cloud Re-architecture: AWS Usage and Cloud Architecture Optimisation including AWS Framework reviews and actions for stabilising and future proofing platform
+ Resourcing Plan - Creation of graduate programme (hiring 3 new grads in June), replacement of offshore team members with onshore internal resources
+ Data: Delivered Data Strategy to enable Data Architecture, Data Optimisation, Data Lake and Repository management, Reporting and Analytics Support and Data Science and Machine Learning (for use cases to deliver: Price Discovery, AI Credit Scorecard, Fraud Detection, Underwriting automation for standard use cases

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TECH STACK

ARCHITECTURE
+ TOGAF, ZACHMAN, DODAF - MODAF & NAF AND OMG – UDPM & UAF, SERVERLESS (API & MICROSERVICES DESIGN INCL MULESOFT & DEL BOOMI)

LANGUAGES
+ C++; C SHARP; ASP NET; JAVA; JAVASCRIPT; PYTHON, HTML, CSS, ASP.NET, XML

TECH STACKS & OS
+ MONGODB; EXPRESS.JS; ANGULARJS; NODE.JS; LINUX; APACHE; MYSQL; PHP

APP CODING
+ XCODE; OBJECTIVE-C; IONIC SWIFTUI; CORDOVA; PHONEGAP;

CLOUD (AMAZON)
+ EC2; S3; RDS; ELASTICACHE; EBS; ELASTIC CONTAINER SERVICE, BATCH, AND LAMBDA

CLOUD AZURE & GOOGLE
+ MIGRATION AND DEPLOYMENT IN MULTI-CLOUD ENVIRONMENTS

DEVOPS
+ SAFE, GITHUB; PUPPET, JENKINS, MAVEN; CHEF; DOCKER; TERRAFORM; ANSIBLE, JIRA, CONFLUENCE, SPLUNK, KUBERNETES

DATA SCIENCE / ML
+ SNOWFLAKE, R, APACHE SPARK, D3.JS, HADOOP, TABLEAU

CRM
+ SALESFORCE; MS DYNAMICS

SECURITY
+ CLOUD SECURITY, DARKTRACE

DATABASES
+ SQLSERVER, ORACLE, SYBASEIQ

MESSAGING
+ KAFKA, MESSAGE STREAMING, EVENT SOURCING

ETL TOOLS
+ SSIS, BOOMI, INFORMATICA, DATASTAGE, TALEND, POWERBI

CAREER HIGHLIGHTS (CONTINUED)

FEB20 – MAY20 PRINCIPAL CONSULTANT TO CTO
Paysafe, London, Montreal (consultant)
+ **ROLE:** Worked for CTO, and the board, alongside the architecture team to produce a Technology strategy paper outlining the understanding of the business vison and challenges, architecture philosophy, business architecture view, IT architecture view (Infrastructure, Data & application), roadmap and key initiatives (for each of the value streams), KPIs & measurements and multi-year spend profile for Paysafe Group
+ **ACCOMPLISHMENTS:** Delivered a consolidated presentation that articulated Paysafe's strategy, containing Group level breakdown, Digital wallets LOB, eCash LOB, Payments processing LOB and Back-office. Delivered a three-year technology roadmap including a Group High level solution architecture, a plan for transitioning from current state to target state including short / mid / long term actions and recommendations

SEP18 – FEB20 FINTECH / TECHNOLOGY ADVISOR
Neue Capital Partners, New York / London (consultant)
+ **ROLE:** Consultancy role with a VC, working with FinTechs (in open banking, global risk, mobile wallet, digital, blockchain, mobile payments, IOT, Artificial Intelligence, Machine Learning, Data Analytics), who they are interested in investing in. Reporting criteria and analysis, via workshops and interviews included the Fintech's innovation, vision and strategy, people, product, and culture
+ **ACCOMPLISHMENTS:** Worked with a number of US, UK, Swiss and Israeli FinTechs in Wealth Management, Commercial and Retail Banking, Risk and Regulatory, Insurance, Mortgages, Cards and Payments

MAR18 – SEP18 LEAD ARCHITECT/PROGRAMME OFFICE
E.oN Digital, Nottingham, UK (contractor)
+ **ROLE:** Primary technology accountability for digital architecture and design of digital landscape, providing digital leadership throughout the business unit for website, app and mobile solutions
+ **ACCOMPLISHMENTS:** Managed overall application, technical and solution architecture for over sixty projects from feasibility to end-to-end architectural designs & delivery with a four-man team.

JUN17 – FEB18 CO-FOUNDER/CTO
Cogni, New York, US (full-time)
+ **ROLE:** Full responsibility for Neo-bank Fintech design and architecture to Prototype / PoC including modern architecture applying APIs, micro services in a hybrid cloud environment, with data foundation, automation and AWS PaaS and IaaS capabilities
+ **ACCOMPLISHMENTS:** Took responsibility, owned and delivered IT architecture and development offering neo-banking services to the Gig Economy in USA. Built state-of-the-art application on a tooling stack for mobile with modern technologies/frameworks. Built and grew a development team onshore (New York) and offshore (Poland & India)

AUG16 – JUN17 DEVOPS TRANSFORMATION
HSBC Commercial Banking, Canary Wharf, UK (contractor)
+ **ROLE:** Using clear communication skills alongside leadership and organisational abilities with strategic thinking to solve enterprise sized problems and driving Organisational Design and rewiring 2,300 global employees into Pods
+ **ACCOMPLISHMENTS:** Significant contribution into the various key areas of transformation including: architecture & strategy, culture & behaviour, frameworks, methods & processes, organisational design, people agenda, target operating model, tooling, training, learning academy and knowledge management
+ This included Risk & Controls which involved defining how new DevOps TOM ensured operational risks are managed in accordance to Group Standards Manual, Risk Functional Instructions Manual (FIM) and risks are continuously reassessed against changing economic & market conditions, legal & regulatory requirements, operating procedures & practices, management restructuring and the impact of new technology

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HARD SKILLS

+ Applications
+ Architecture
+ Big Data
+ Consultancy
+ Design
+ Development
+ DevOps
+ Engineering
+ Entrepreneurial
+ Exec Management
+ FinTech
+ HR Solutions
+ Integration
+ Internet
+ Management
+ Marketing
+ Operations
+ Regulatory
+ Sales
+ Security
+ Transformation

SOFT SKILLS

+ Adaptability
+ Analysis
+ Applied Creativity
+ Building Trust
+ Business Acumen
+ Change Management
+ Customer Orientation
+ Developing others
+ Influence
+ Leadership
+ Listening & Responding
+ Motivation
+ Org Awareness
+ Personal Drive
+ Problem-Solving
+ Relationship Building
+ Strategic thinking
+ Team Building
+ Tech Awareness
+ Visioning
+ Working with Others

CAREER HIGHLIGHTS (CONTINUED)

FEB15 – OCT16 ARCHITECTURE MANAGEMENT
HSBC Commercial Banking, Canary Wharf, UK (contractor)
+ **ROLE:** As Business Manager for the CMB Architecture team responsibilities included governance, rationalisation of architectural processes, and the management 65 architects globally and transformation from waterfall to SAFE agile way of working
+ **ACCOMPLISHMENTS:** Responsible for delivery of various key areas of business management including: strategic planning, people management, stakeholder management / communications, budgeting, architecture governance & sourcing
+ This also included Risk management which involved defining how developed and maintained policies, standards, processes, systems and measurements enabled the organisation to manage risk within the Technology portfolio

MAR14 – JUN15 PORTFOLIO ARCHITECT – REG/GS/CRM
HSBC Commercial Banking, Canary Wharf (contractor)
+ **ROLE:** Working with solution architects and engineering teams to develop roadmaps, solution designs and end-to-end solutions across the Regulatory & Global Standards and CRM sub-functions to meet desired business outcomes
+ **ACCOMPLISHMENTS:** Created a highly successful business-facing architecture advisory unit, through thought leadership and a focus on delivery working hand-in-hand with he business and Technology. Delivered change with Business leaders helping through developing technology architecture strategies and solutions; by communicating complex technology situations and their solutions and assessing challenging technology problems and providing advice and direction to resolve the issues
+ Portfolio included over 3,500 Applications and numerous EUC's in 72 countries

AUG11 – MAR14 PAYMENTS/KYC/AML ARCHITECT
Lloyds Banking Group, London, UK (contractor)
+ **ROLE:** Senior Payments Architect working within Payments EAD on three-year Programme GAML: Creating a best in class Global Anti Money Laundering capability
+ **ACCOMPLISHMENTS:** Produced high and low-level architectural designs with complex design decisions by worked closely with architects, business, executives, operations and development teams including third party vendors (Actimize, PEGA & Fircosoft) to deliver roadmap and providing technical and strategic vision for Lloyds AML capability
+ Programme includes supporting current ops teams & short-term fixes, 90-day plan to stabilise current platform, increasing scope of AML to include automation & integration of other systems covering Swift transactions and Credit Card, Mortgages & Loans
+ Developed end-to-end solutions include all facets of risk including Customer Onboarding / Trigger, KYC Assessment, Intelligence & Risk Assessment, Customer Activity & Transaction Monitoring (Sanctions, Screening and AML), SAR Reporting & CPO and Disclosure & Exit, Prevent Re-Entry. The global programme also covered Retail, Wealth, Commercial, Insurance and Consumer Finance

NOV10 – AUG11 PAYMENTS PORTFOLIO/ARCHITECT
Barclaycard, Northampton, UK (contractor)
+ **ROLE:** Senior Architect working on delivery of all projects in the Commercial Card Portfolio. Role included Planning, Resourcing, stakeholder management and team management of six architects
+ **ACCOMPLISHMENTS:** Projects architected and designed and delivered in portfolio included International Expansion, Geographies and Currencies, Total Spend Management, International Lodge Tracker product, Contactless, Prepaid card, Central Travel Solutions, Self Service, US and Asia Expansion, SalesForce CRM, Single Use Accounts, Buyer Initiated Payments, Regulatory and Mandatory projects, Account Boarding refresh, Automated DD, small changes, and a secret squirrel acquisition project including full migration with third party

SEP09 – OCT10 MDM SOLUTIONS ARCHITECT
Scottish Widows, Edinburgh, Scotland, UK (contractor)

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EDUCATION

2002 – 2003 - De Montfort University, Leicester
+ Exec Masters in Business Administration (MBA2)

2001 – 2002 - Nottingham Business School, Nottingham
+ Exec Masters in Business Administration (MBA1)

1987 – 1989 - City University, London
+ B.Sc. in Computer Science (Incomplete)

1985 – 1987 - QE I Sixth Form College, Leicester
+ A-Levels in Pure Mathematics & Statistics, Economics and Computer Science

1980 – 1985 - Rushey Mead Secondary, Leicester
+ O-Levels in English Language, English Literature, Mathematics, Computer Science, Economics

CERTIFICATIONS

Ongoing - Certified Artificial Intelligence Practitioner (CAIP)
Ongoing - Data Science and Machine Learning Certifications
2023 - Certified Information Systems Security Professional (CISSP)
2021 - Certified ScrumMaster (CSM)
2017 - Digital Transformation Leadership Program
2016 - SAFe (Scaled Agile Framework) Certification
2015 - PMP (Project Management Professional) Certification
2014 - TOGAF (The Open Group Architecture Framework) Certification
2010 - Change Management Practitioner (APMG International)
2009 - PRINCE2 Foundation & Practitioner
2000 - Leadership and Management Training (ILM Level 7, Chartered Management Institute - CMI Level 7)

REFEREES

MIKE SUMNER
+ CTO / FOUNDER, CUSTODIEX
TOBIAS GRUBER
+ CEO, MY COMMUNITY FINANCE
ADRIAN HAUSSER
+ CEO, PAY-X
SUJIT UNNI
+ CTO, Paysafe
JEROME BLANCHE
+ Programme Director, HSBC Risk
JAMIE PARMAR
+ Programme Manager, HSBC Digital

CAREER HIGHLIGHTS (CONTINUED)

JAN08 – JUL09 LEAD TRANSFORMATION ARCHITECT
Capital One, Nottingham, UK (contractor)
+ **ROLE:** Accountable for the overall architecture, solutions design and delivery of Transformation projects, to save circa £16.7m from the bottom line.
+ **ACCOMPLISHMENTS:** End to end architecture and IT lead performer in secret squirrel project disposing of Savings business, started in February, announced in June and delivered by July

OCT05 – DEC07 LEAD NGN VOICE ARCHITECT
British Telecom, Brentwood, Ipswich, Singapore (contractor)

MAR04 – OCT04 HEAD OF VOIP SERVICES
Bulldog Broadband, London (full-time)

OCT03 – MAR04 HEAD OF SALES – BROADBAND & VOIP
Pipemedia, Leicester (full-time)

JAN03 – MAY03 LECTURER – COMPUTING & TELECOMS
Leicester College, Leicester (part-time)

JUL02 – JAN03 CONSULTANT – STRATEGIC MARKETING
Vodafone Multimedia, Newbury (contractor)

DEC01 – JUL02 MD & VICE PRESIDENT OF SALES, EMEA
Finepoint Technologies, Leicester (full-time)

SEP00 – DEC01 VP, HOSTED SOLUTIONS, EMEA
Nortel Networks, Maidenhead (full-time)
+ **ROLE:** Responsible for leading the establishment of strong, profitable business relationships with key, marquee customer accounts to leverage and build our brand.
+ **ACCOMPLISHMENTS:** Established and implemented strategic, corporate sales direction for the 40-man team (160-man organisation in UK, Germany, Spain, Italy, Nordics and Turkey), responsible for $250million of business from Enterprise and Service Provider customers, including British Telecom, Deutsche Telecom, France Telecom and Vodafone

MAY00 – SEP00 STRAT. MARKETING DIRECTOR, EMEA
Firstmark Communications, London (full-time)

SEP98 – MAY00 INTERNET BUSINESS SOLUTIONS MGR.
Nortel Networks, Maidenhead (full-time)

OCT97 – SEP98 WEB TECHNOLOGY MANAGER
Nortel Networks, New Southgate (full-time)

JAN96 – OCT97 INTERNET MANAGER
Leicester Mercury Internet Services, Leicester (full-time)

SEP91 – JAN96 JOURNALIST & SUB-EDITOR
Leicester Mercury, Leicester (full-time)

FEB91 – APR91 SUB-EDITOR & LAYOUT ARTIST
CAD User Magazine, Beckenham (full-time)

APR90 – FEB91 JUNIOR FOREIGN EXCHANGE DEALER
Banca Di Roma, London (full-time)

MAR89 – OCT89 JOURNALIST & LAYOUT ARTIST
Time Out Publications, London (freelance)

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MY REQUIREMENTS

+ Looking for a challenge in a multi-faceted hands-on role in Financial Services / Technology;
+ A balance of thinking and doing working in the right environment, with the right culture and ethics;
+ A role which empowers innovation, thought leadership and delivery; location / work / life balance; A contract, consultancy or full-time position requiring high energy, quick thinking and pragmatic leadership.

SKILLS

+ Bringing together banking experience to FinTech's;
+ Skills and hands-on experience in business acumen and technical aptitudes;
+ Has a knack of bringing the business and IT together;
+ Working with diverse teams & units to deliver value;
+ Can-do attitude and excellent communications into any culture with ability to bring stability into organisations;
+ Industry / domain expertise with a global reputation;
+ Work hard, play hard ethic;
+ Prioritise team building in any target operating model;
+ Simple solutions to difficult scenarios;
+ World-class stakeholder management and communications style across differing cultures and cross-functional business areas.

ABILITIES

+ Entrepreneurial / leadership skills;
+ Ability to think outside the box and be forward thinking & innovative;
+ Architectural focus to delivery balanced business & IT requirements;
+ Evangelical nature through speaking events, townhalls, informal gatherings;
+ Experience in running large sales teams, technical and operations functions in business or technology;
+ Network in FinTech's, Banking, Media, Technology & Telecoms.

EXPERIENCE AND BELIEFS

PEOPLE LEADERSHIP - managed and developed teams of architects, engineers, coders, UX/UI, data scientists, testers, product managers, & the product management function.
"I believe the organisation is nothing without the people" @HSBC Commercial Banking

EXPERIMENTATION - helped my teams set hypothesis, test riskiest assumptions and break down large and complex issues into small, deliverable steps.
"I believe there is real value in working with PoCs and MVPs" @Lloyds Banking Group

DELIVERY – shaped, optimised and led Tribes to effectively deliver product roadmaps, leveraging a deep understanding of both agile and DevOps methodologies, and design thinking principles
"I believe planning and supporting internal and external delivery teams is critical to successfully delivering projects and programmes" @My Community Finance

PRODUCT VISION & STRATEGY – worked with the management team, in collaboration with the CTO, owning the vision for the suite of products, and the strategy, which needed to be executed for the greatest impact and growth in Digital Assets Custody.
"I believe focusing on collecting and understanding customer insights to drive product decisions and technology solutions" @Custodiex

THOUGHT LEADERSHIP – always at the forefront of technology innovation across the latest developments, trends and megatrends.
"I believe innovation and the ability to change is the key to deliver smarter, faster, better in a rapidly changing world" @Nortel Networks

RETURN ON INVESTMENT – ensured that the organisation has the greatest of all possible ROIs, by delivering appropriately sized commercially viable solutions.
"I believe technology is a numbers game. Finance and future finance of any solution is always one of the highest priorities in decision making" @Capital One

PROJECT TRACKING & MEASUREMENT - worked with teams to see that all projects are delivered on time, within scope for project and within planned expenditure.
"I believe a collaborative approach with all teams is the only path to success" @E-ON Digital

STAKEHOLDER MANAGEMENT - met with and included stakeholders from other teams to help teams and business meet wider objectives.
"I believe no matter what you stand for, what your ultimate purpose is, you must take into account effects of your actions on others, as well as their potential effects on you" @Paysafe

INDUSTRY KNOWLEDGE - Expertise in open banking, global risk, mobile wallet, digital, blockchain, mobile payments, IOT, Artificial Intelligence, Machine Learning, Data Analytics and more in FinTech and Banking
"I believe in staying up-to-date in your industry - as our world is ever-changing, driven by evolving innovation and technologies that carve out new trends across all industries" @Neue Capital Partners

DEPENDENCY MANAGEMENT - reduced & mitigated inter-workstream dependencies, removed blockers & escalated/resolved problems
"I believe blockers & problems can be removed & solved via negotiation & prioritisation" @Scottish Widows

RISK MANAGEMENT & MITIGATION - navigated risks, taking those that made sense and avoided those that would mean recklessness.
"I believe risks need to be identified, analysed, controlled, financed and managed" @HSBC Global Standards and Risk

DATA-DRIVEN INSIGHT - driven a growth mindset bringing qualitative and quantitative data into decision making to develop the Technology product vision and roadmap.
"I believe the monetisation of data is the key to all business products and services - Data is king." @Amplifi Lending