

KAM PATEL



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SUMMARY OF EXPERIENCE

May 26 - date	Lead Enterprise Architect		Architecture
Mar 25 – May 26	Chief Technical Officer & Non-Executive Director		Board Member
Oct 24 – Nov 25	Chief Technical Officer & Founder		Board Member
Mar 22 – May 24	Chief Operating Officer / Chief Commercial Officer		Board Member
Jan 21 – Oct 21	Chief Technical Officer / Head of Engineering		Executive
Feb 20 – May 20	Principal Consultant to Group CTO		Consultancy
Feb 18 - date	Fintech / Technology Advisor		Advisor
Jan 08 – date	Principal Payments Consultant		Consultancy
Mar 18 – Sep 18	Principal Digital Architect / Lead Solutions Architect		Architecture
Jun 17 – Feb 18	Co-founder & CTO		Fintech
Aug 16 – Jun 17	Head of DevOps Transformation - Commercial Banking		Transformation
Feb 15 – Oct 16	Head of Business Management & Architecture Governance		Operations
Jun 14 – Jun 15	Chief Architect – Customer Value Management (CRM)		Management
Mar 14 – Jun 14	Senior Lead Solutions Architect – CRM		Architecture
Jan 13 – Mar 14	Senior Payments Solutions Architect – KYC/Global AML		Architecture
Aug 11 – Jan 13	Senior Payments Solutions Architect – Project Verde		Integration
Nov 10 – Aug 11	Portfolio Lead Solutions Architect		Architecture
Feb 10 – Oct 10	MDM Solutions Architect		Big Data
Sep 09 – Feb 10	Business Transformation Solutions Architect		Transformation
Feb 09 – Jul 09	Lead Transformation Architect / IT Project Manager		Transformation
Jan 08 – Dec 08	Senior Solutions Architect / Project Manager		Architecture
Apr 07 - Dec 07	Lead NGN Voice Architect – Overseas		Consultancy
Oct 05 - Jun 07	21CN Architect - Design		Low-level Design
Oct 04 – Jun 17	Founder & CEO		Entrepreneurial
Mar 04 – Oct 04	Head of VOIP Services		Management
Oct 03 – Mar 04	Head of Sales – Broadband & VOIP		Sales / Marketing
Jan 03 – May 03	Part-time Lecturer, ICT, Computing & Telecoms		Education
Jul 02 – Jan 03	Consultant, Strategic Marketing and Sales		Sales / Marketing
Dec 01 – Jul 02	MD & Vice President Sales, EMEA		Executive Sales
Sep 00 – Dec 01	Vice President, Hosted Solutions, EMEA		LoB Executive
May 00 – Sep 00	Director of Strategic Marketing, EMEA		Marketing
Sep '98 – May 00	Senior Internet Business Solutions Manager		Marketing
Oct '97 – Sep '98	Web Technology Manager		Management
Sep '91 – Oct '97	Internet Manager / Deputy Supervisor Apple Mac Editorial		Technical/Designer
Feb '91 – Apr '91	Sub-Editor & Layout Artist		Journalist
Apr '90 – Feb '91	Junior Foreign Exchange Dealer		Finance
Mar '89 – Oct '89	Freelance Journalist & Layout Artist		Journalist

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PROFILE

Seasoned technology executive with over 20 years of experience leading digital transformation, SaaS, and fintech innovation across banking, payments, and Web3 ecosystems. Proven track record of building & scaling complex platforms from concept to deployment—combining technical expertise with strategic board-level leadership.

Expert in designing enterprise and cloud architectures, strengthening regulatory compliance, and modernising infrastructure for FCA-regulated entities. Equally comfortable operating in blue-chip financial institutions or founder-led start-ups, translating business vision into secure and scalable technology outcomes.

Recognised for guiding cross-functional teams through demanding change programmes, driving measurable impact in efficiency and growth. Brings deep knowledge of AI, data engineering, & decentralised finance technologies, underpinned by strong commercial awareness and governance experience as a CTO, NED, & advisor

PROFESSIONAL EXPERIENCE (in detail)

Barclays, Northampton, Westferry – Canary Wharf

Lead Enterprise Architect

May 2026 – date

Role:

Lead Enterprise Architect responsible for shaping the strategic technology direction of a major payments and financial services transformation programme. Accountable for defining enterprise-wide target architectures, technology roadmaps, governance frameworks, and modernisation strategies across a complex and highly regulated environment. Working closely with senior business leaders, product owners, engineering teams, and executive stakeholders to ensure technology investments align with long-term business objectives, operational resilience requirements, and regulatory expectations.

Key Responsibilities:

- **Strategic Technology Leadership:** Define and maintain enterprise architecture roadmaps, target-state architectures, and technology strategies supporting business growth, transformation objectives, and long-term organisational goals.
- **Transformation & Modernisation:** Provide architectural leadership across cloud transformation, platform modernisation, integration architecture, data strategy, AI adoption, and emerging technology initiatives.
- **Governance & Control:** Establish architecture governance, design standards, control frameworks, and technology principles to ensure consistency, scalability, security, resilience, and regulatory compliance.
- **Stakeholder Engagement:** Partner with senior stakeholders across business, product, engineering, operations, risk, and change functions to align technology decisions with strategic priorities.
- **Innovation & Future Capability:** Evaluate emerging technologies, industry trends, and innovation opportunities to improve operational efficiency, customer outcomes, and competitive advantage.
- **Strategic Planning & Investment:** Support technology planning, investment decisions, vendor assessments, architecture reviews, and technology due diligence activities across multiple programmes and portfolios.
- **Architecture Excellence:** Promote architecture best practices, reusable design patterns, engineering standards, and technology simplification initiatives to improve delivery quality and reduce complexity.
- **Executive Advisory:** Act as a trusted advisor to senior leadership, helping shape the future technology landscape and strategic direction of a large-scale financial services organisation.

Passport365, Nottingham

Chief Technical Officer & Non-Executive Director

Mar 2025 – May 2026

Role:

Provide technology leadership for Passport365, a SaaS platform for sports facility management. Responsible for modernising the architecture, strengthening delivery, and advising the board on technology strategy, vendor performance, and governance

Accomplishments:

- **Delivered full platform rebuild:** Oversaw the transition from monolithic legacy code to a modular, microservices-based SaaS platform, achieving major improvements in stability, scalability, and user experience within six months
- **Introduced AI-driven scheduling engine:** Designed and implemented an intelligent scheduling system using OR-Tools for workforce optimisation and routing, integrated with QR-based asset tagging and automated field workflows
- **Strengthened governance and risk control:** Supported dispute resolution with the incumbent systems integrator, introduced clearer contractual KPIs, and advised on transitioning to an in-house development model
- **Drove commercial and technical growth:** Supported the CEO and board in securing new UK and US contracts; oversaw CRM and finance system integrations to position Passport365 for a £5 million revenue target and future exit
- **Established roadmap for innovation:** Defined V4 product roadmap incorporating AI-driven maintenance forecasting, mobile offline reporting, and enhanced analytics dashboards to increase customer retention and upsell potential

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PiXL Property, Manchester

Chief Technical Officer & Founder

Oct 2024 - Nov 2025

Role:

Lead the design and technical delivery of PiXL's Real-World Asset (RWA) tokenization platform, driving architecture, compliance, and go-to-market execution. Accountable for technology strategy, blockchain integration, and delivery of a production-ready MVP linking on-chain smart contracts with off-chain investor and legal workflows

Accomplishments:

- **Architected a compliant tokenization platform:** Designed and built PiXL's smart-contract framework on Polygon to represent fractionalized real-estate assets as digital tokens, with integrated investor onboarding and settlement layers
- **Delivered live MVP environment:** Shipped the platform into a live AWS environment, connecting blockchain functionality with off-chain databases, legal documentation, and automated compliance checks
- **Established multi-chain readiness:** Prepared infrastructure to extend beyond Polygon to Base and Plume networks, ensuring scalability and cross-chain compatibility for future asset classes
- **Pioneered DeFi-native compliance model:** Developed and filed patent (PiXL3) for "DeFi-Native Collateralization of Real-World Assets Using Tokenized Representations," reinforcing technical differentiation and defensibility
- **Commercial traction and roadmap:** Completed proof-of-concept property tokenization, secured early adopter pipeline, and paused for capital raise and strategic JV formation before full-scale rollout

Custodiex, London / Manchester

COO / CCO / Interim CEO

Mar 2022 - May 2024

Role:

Led commercial strategy and operations for a digital asset custody company specialising in high-security storage for institutional clients. Oversaw product, compliance, and partnership development while managing executive governance and board engagement. Temporarily stepped into the Interim CEO role to stabilise operations, drive restructuring, and prepare the business for strategic investment and acquisition

Accomplishments:

- **Forged strategic partnerships:** Closed a commercial collaboration with a global physical security provider, integrating Custodiex's custody technology into their financial institution offering
- **Strengthened commercial position:** Directed pricing, partnerships, and client engagement to expand B2B pipelines and reinforce Custodiex's enterprise positioning in the custody market
- **Led due diligence and acquisition planning:** Managed RFP responses, financial and technical due diligence, and early negotiations with potential acquirers
- **Stabilised governance and delivery:** Improved operational reporting, board structures, and internal processes to enhance decision-making and investor confidence
- **Acted as Interim CEO:** Maintained business continuity during leadership transition, prioritising regulatory compliance, investor relations, and business development execution

My Community Finance, London

Chief Technical Officer / Head of Engineering

Jan 2021 - Oct 2021

Role:

Directed all technology functions for a UK-based lending and savings platform, overseeing engineering, architecture, and delivery. Accountable for replatforming, team leadership, and implementing cloud and data strategies to support new product launches and operational excellence

Accomplishments:

- **Modernised the tech stack:** Migrated from Salesforce to a React-based UI and redesigned the cloud architecture on AWS to improve performance, scalability, and security
- **Delivered multiple new products:** Launched a new internal lending book, motor finance module, and AI-powered credit decisioning features, accelerating time to market
- **Built and scaled the engineering team:** Recruited and mentored onshore and offshore developers, launched a graduate intake program, and improved delivery velocity
- **Advanced data capabilities:** Implemented a new data lake and reporting layer, enabling analytics, price discovery, and fraud detection through machine learning
- **Enhanced compliance and resilience:** Led GDPR remediation and ISO 27001 alignment, ensuring adherence to regulatory standards and strengthening platform reliability

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Paysafe, London / Montreal

Principal Consultant to Group CTO

Feb 2020 – May 2020

Role:

Engaged by the Group CTO to define a unified technology strategy and architecture roadmap for Paysafe's global payments business. Worked with executive leadership and architecture teams to align infrastructure, data, and applications across multiple business lines under a single transformation plan

Accomplishments:

- **Produced the Group technology strategy:** Authored and presented a three-year roadmap covering architecture, infrastructure, data, and application layers for the entire organisation
- **Aligned technology to business goals:** Structured the roadmap around core value streams across Digital Wallets, eCash, Payments Processing, and Back-Office operations
- **Delivered actionable transformation plan:** Outlined the transition from current to target state, including short-, mid-, and long-term priorities, KPIs, and investment profile to guide executive decision-making

Neue Capital Partners, New York / London

Fintech / Technology Advisor

Feb 2018 – date

Role:

Provide strategic and technical advisory to fintech startups on behalf of a venture capital firm focused on digital banking, payments, and blockchain innovation. Support founders in refining architecture, scaling platforms, and preparing for investment readiness and market expansion

Accomplishments:

- **Advised early-stage FinTechs:** Guided startups in open banking, digital wallets, and mobile payments on scaling architecture, regulatory alignment, and go-to-market execution
- **Supported VC investment decisions:** Evaluated technical and commercial viability of FinTechs across the UK, US, Switzerland, and Israel, influencing multiple funding recommendations
- **Accelerated portfolio growth:** Helped founders hire engineering leads, define product roadmaps, and shape investor decks to position their ventures for follow-on rounds

PAY-X, London

Principal Payments Consultant

Jan 2008 – date

Role:

Advise financial institutions, FinTechs, and payment processors on architecture, strategy, and operational improvements

Accomplishments:

- **Payments Modernisation:** Delivered consulting engagements covering EMV, ISO 20022 migration payments optimisation
- **Architecture & Strategy:** Designed scalable payments architectures & vendor evaluation frameworks for Tier-1 banks/PSPs
- **Partnership Development:** Led workshops on profit optimisation, innovation in fintech collaboration, and future-proofing payments systems across the UK and Europe

E. ON, Nottingham

Principal Digital Architect / Lead Solutions Architect

Mar 2018 – Sep 2018

Role:

Led architecture and design for E.ON's digital transformation, modernising customer-facing systems and guiding the migration of digital solutions to the cloud. Managed and mentored solution architects while embedding DevOps, automation, and agile delivery practices

Accomplishments:

- **Digital Delivery:** Delivered over 60 digital projects spanning web, app, and customer portal enhancements, directly improving user experience and operational efficiency
- **Cloud Transformation:** Spearheaded migration of E.ON's digital estate from on-premise to AWS, improving performance, resilience, and scalability
- **Team Leadership:** Coached and developed a team of solution architects, establishing consistent design standards and architectural governance
- **DevOps & Automation:** Advanced tooling for CI/CD pipelines, automated testing, and deployment, accelerating delivery across multiple business units
- **Technology Stack:** Sitecore CMS, AEM (Adobe Experience Manager) .net framework, MongoDB, AWS, Google Tag Manager, Google Analytics, and MEAN (MongoDB, Express.js, Angular.js, Node.js)

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COGNI, New York, London

Co-founder and Chief Technology Officer

Jun 2017 - Feb 2018

Role:

Founded and led the technology function for Cogni, a New York-based fintech startup creating a digital bank for the gig economy. Defined technical vision, built the core platform, and managed distributed engineering teams across the US, Poland, and India

Accomplishments:

- **Platform Architecture:** Designed and delivered a secure, cloud-based neo-banking platform integrating open banking APIs, microservices, and mobile-first user experiences
- **Team Formation:** Built & led international engineering team from scratch, establishing agile processes & DevOps practices
- **Innovation Recognition:** Selected for the Techstars New York Accelerator, validating Cogni's business model and tech
- **Funding & Growth:** Supported fundraising & investor relations, helping position Cogni for VC backing & launch

HSBC Commercial Banking Group, London, Hong Kong, Pune

Head of DevOps Transformation - Commercial Banking

Aug 2016 - Jun 2017

Role:

Led HSBC's global DevOps and digital transformation for the Commercial Banking division, driving a multi-year architecture, culture, and delivery overhaul across the UK, India, Poland, Hong Kong, and China. Responsible for embedding agile, automation, and microservices principles across engineering and operations teams.

Accomplishments:

- **Architecture & Strategy:** Defined the enterprise DevOps architecture strategy and roadmap, guiding the global shift from monolithic applications to scalable, cloud-native microservices platforms company-wide
- **Culture & Behaviour:** Drove sustained cultural change across 2,300 staff worldwide, introducing self-sufficient agile pods and championing collaboration between engineering, operations, and business teams
- **Methods & Processes:** Standardised agile delivery frameworks using Scrum, Kanban, and Lean practices, improving overall release cadence, governance, and time-to-market efficiency globally
- **Organisational Design:** Shaped the global Target Operating Model (TOM) for DevOps, establishing new job families, role definitions, and international delivery structures across all regions
- **People Agenda:** Chaired the Commercial Banking IT people committee, launching mentoring, diversity, and recognition initiatives across multiple international technology teams
- **Risk & Controls:** Embedded strong risk governance aligned with HSBC's Group Standards Manual and regulatory frameworks, ensuring long-term operational stability and resilience
- **Tooling:** Implemented integrated CI/CD pipelines using Jenkins, GitHub, SonarQube, and Nexus, unified across AWS, Pivotal Cloud Foundry, and supporting toolchains
- **Training & Knowledge:** Supported the rollout of the Agile and DevOps Academy, producing comprehensive training materials and delivering global townhalls to drive adoption
- **Governance & Metrics:** Defined KPIs and success measures for DevOps maturity, providing board-level visibility on delivery performance, operational risk, and measurable business outcomes

HSBC Commercial Banking Group, London, Hong Kong, Pune

Head of Business Management & Architecture Governance

Feb 2015 - Oct 2016

Role:

Directed strategic planning, architecture governance, and operational management for Commercial Banking IT. Oversaw alignment of enterprise architecture with business strategy, workforce planning, and governance across multiple global regions. Accountable for budgets, people leadership, and risk management across a 65-person international architecture function

Accomplishments:

- **Architecture & Strategy:** Realigned the global Enterprise Architecture function under an agile-adapted TOGAF framework, linking technology initiatives directly to business objectives
- **People Leadership:** Mentored and developed Chief and Lead Architects, building collaborative, high-performing teams focused on delivery excellence and innovation
- **Stakeholder Management:** Engaged senior executives through data-driven presentations and structured communications, aligning priorities and expectations across all global regions
- **Budgeting & Financial Control:** Managed a \$13M annual architecture budget, introducing transparency, efficiency, and consistent project cost reporting via Clarity
- **Governance & Quality:** Standardised architecture governance frameworks, implementing tools, templates, and quality checkpoints across major transformation programmes

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- **Organisational Design:** Defined clear job roles, performance objectives, and workforce strategies in partnership with HR to optimise capability and structure
- **Vendor & Sourcing Strategy:** Led global RFI/RFP processes to streamline vendor relationships, reduce costs, and strengthen in-house architectural capacity
- **Risk & Compliance:** Embedded robust policies, processes, and control frameworks to manage IT risk, ensuring full compliance with HSBC standards
- **Operational Oversight:** Directed the offshore PMO in Krakow to monitor delivery performance, ensuring projects “built the right things the right way.”
- **Continuous Improvement:** Introduced performance metrics, lessons-learned reviews, and continuous feedback loops to drive sustained improvement across teams

HSBC Commercial Banking Group, London

Chief Architect - Customer Servicing and Customer Value Management

June 2014 - June 2015

Role:

Led enterprise architecture for customer servicing and value management across global Commercial Banking operations. Responsible for defining and executing the strategic technology roadmap, aligning solution delivery with evolving business priorities, regulatory requirements, and digital transformation goals, while guiding multidisciplinary teams across CRM, onboarding, and compliance programmes

Accomplishments:

- **Technology Strategy:** Developed and executed comprehensive long-term architecture roadmaps for CRM, onboarding, and CVM platforms, fully aligning them with evolving global business goals
- **Transformation Delivery:** Partnered with IT, Change, and Business leaders to modernise critical customer-facing systems supporting onboarding and relationship servicing across multiple markets
- **Team Leadership:** Managed and coached a 15-member team of enterprise and solution architects, ensuring consistent delivery standards, performance excellence, and knowledge sharing
- **Innovation & Modernisation:** Introduced forward-looking design principles leveraging cloud, APIs, data analytics, and automation to enhance overall customer experience and engagement
- **Governance & Compliance:** Established and enforced enterprise-wide architecture governance models ensuring regulatory compliance, operational resilience, and delivery quality across all regions
- **Stakeholder Engagement:** Acted as strategic advisor to senior executives, translating technical complexity into actionable, business-driven transformation priorities and outcomes
- **Cross-Functional Collaboration:** Championed alignment between technology, compliance, and operations teams to accelerate delivery, reduce project bottlenecks, and improve delivery efficiency
- **Operational Efficiency:** Streamlined architecture review processes, documentation standards, and approval cycles, cutting design time and increasing throughput across major projects
- **Future Readiness:** Designed scalable frameworks and integration patterns to support long-term digital adoption, growth, and interoperability across customer platforms
- **Technology Stack:** Oversaw more than 3,500 applications within the Troux repository, including numerous EUCs supporting Commercial Banking operations in 72 countries worldwide

HSBC Commercial Banking Group, London

Lead Solutions Architect - CRM

Mar 2014 - June 2014

Role:

Led enterprise architecture design and delivery for multiple high-impact CRM programmes within Commercial Banking, supporting customer onboarding, relationship management, and regulatory initiatives. Worked closely with business stakeholders, functional analysts, and technical delivery teams to define robust end-to-end solutions and integration models. Ensured alignment with HSBC’s design authority, governance standards, and enterprise architecture principles while driving consistency across systems, data flows, and user experience to enable a scalable, compliant, and future-ready CRM ecosystem

Accomplishments:

- **Solution Design:** Architected complex CRM solutions aligned to HSBC’s design authority, ensuring consistency, scalability, and business alignment across major transformation initiatives
- **Technical Governance:** Defined architecture principles, design patterns, and approval checkpoints to maintain compliance with HSBC’s enterprise technology standards
- **Integration Strategy:** Directed system integration across multiple business functions, ensuring interoperability, data integrity, and seamless customer experience
- **Quality Assurance:** Reviewed code, documentation, and deliverables to ensure all solutions met defined architecture, security, and performance standards

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- **Risk Management:** Identified and mitigated operational and architectural risks, embedding effective control mechanisms throughout the delivery lifecycle
- **Delivery Support:** Assisted programme managers in work breakdown structures and L0 effort estimations to improve delivery predictability and accuracy
- **Collaboration:** Partnered with IT Operations to validate infrastructure dependencies and guarantee adherence to capacity, availability, and resilience requirements
- **Continuous Improvement:** Championed architectural best practices and reusable frameworks, driving efficiency and reducing delivery friction across global teams
- **Technical Expertise:** Built deep knowledge of HSBC's internal CRM systems, tooling ecosystem, and development methodologies to accelerate delivery confidence and governance maturity
- **Technology Stack:** Applications in the tech stack: ClientVision, Salesforce, Microsoft Dynamics, CVM Tool, Crystal Reports

LLOYDS BANKING GROUP, London

Senior Payments Solutions Architect (Global AML)

Jan 2013 - Feb 2014

Role:

Led architecture and delivery for Lloyds Banking Group's three-year Global AML (GAML) programme – a multi-division initiative to build a world-class anti-money laundering capability across Retail, Commercial, Wealth, and Insurance. Partnered with business, operations, and technology teams to define and execute a unified AML roadmap focused on data integration, automation, and compliance. Provided architectural direction for systems including Actimize, PEGA, and Fircosoft, ensuring scalability, interoperability, and long-term alignment with global compliance and digital transformation goals

Accomplishments:

- **Solution Architecture:** Defined the target architecture and roadmap for Lloyds' global AML capability, integrating compliance, risk, and payments systems across business lines
- **Cross-Functional Collaboration:** Partnered with architects, business leaders, operations, and third-party vendors (Actimize, PEGA, Fircosoft) to align technical design with regulatory objectives
- **Platform Stabilisation:** Delivered a 90-day plan to stabilise the existing AML platform, addressing immediate risks while enabling automation and broader system integration
- **End-to-End Framework:** Designed the AML lifecycle architecture covering KYC, risk scoring, transaction monitoring, sanctions screening, SAR reporting, and disclosure processes
- **Global Coverage:** Extended AML coverage to include Retail, Commercial, Wealth, Insurance, and Consumer Finance divisions, ensuring consistent standards across the enterprise
- **Data & Integration:** Integrated transactional and customer data sources to create a unified, flexible AML monitoring environment using modular, loosely coupled components
- **Technology Design:** Implemented scalable architecture combining Actimize for monitoring, PEGA for case management workflows, and Business Objects for reporting and assurance
- **Regulatory Alignment:** Ensured all AML processes met FCA, FATF, and international anti-financial crime standards, improving auditability and transparency
- **Strategic Vision:** Defined a long-term architectural blueprint for a best-in-class AML capability supporting future regulatory evolution and digital transformation
- **Technology Stack:** Applications in the technology stack included Actimize, PEGA, Fircosoft & Business Objects

LLOYDS BANKING GROUP, London

Senior Payments Solutions Architect (Project Verde)

Aug 2011 - Jan 2013

Role:

Led payments architecture within the Enterprise Architecture Division for Project Verde – the divestiture of 600 branches, multiple brands, and 10% of Lloyds Banking Group's retail portfolio to the Co-operative Bank. Accountable for end-to-end payments design, integration, and technical governance across all workstreams

Accomplishments:

- **Payments Architecture:** Designed and governed end-to-end enterprise payments architecture covering BACS, CHAPS, Faster Payments, SEPA, AML, and Clearing functions across multiple divisions
- **Regulatory Delivery:** Produced the complete FSCS architecture in partnership with internal teams and vendors (Unisys, Experian, GB Group, GH Group) ensuring compliance and delivery excellence
- **Cross-Programme Governance:** Reviewed and approved 75 End-to-End designs across 12 workstreams, ensuring strategic alignment, dependency management, and architectural consistency throughout
- **Operational Design:** Delivered comprehensive Cash Management and Security models with ADM, QA, and third-party partners (Autorek, G4S, ICOM) ensuring stability and operational resilience
- **Technology Stack:** Oversaw a portfolio of 70+ applications catalogued in Troux, including numerous EUCs supporting core Lloyds Banking Group payment operations globally

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BARCLAYCARD (part of Barclays Bank PLC), Northampton

Portfolio Lead Solutions Architect

Nov 2010 – Aug 2011

Role:

Led architecture and delivery across the 2011 Commercial Card portfolio, overseeing planning, resource management, and stakeholder engagement. Managed a team of six architects responsible for designing and governing multiple high-value projects spanning global expansion, regulatory compliance, and new product innovation

Accomplishments:

- **Portfolio Leadership:** Directed end-to-end architecture and delivery for over 20 concurrent programmes spanning commercial cards, payments, and customer servicing platforms
- **Global Expansion:** Delivered scalable multi-currency architectures enabling Barclaycard's successful market entry and operations across the US and Asia regions
- **Product Innovation:** Designed and launched flagship products including Total Spend Management, Contactless, Prepaid Card, and International Lodge Tracker solutions
- **Platform Modernisation:** Defined modern integration patterns for CRM (Salesforce), Account Boarding, and Buyer-Initiated Payments, enhancing operational efficiency and agility
- **Regulatory & Compliance:** Led delivery of SEPA, 3D Secure, and UN Sanctions programmes, ensuring enterprise-wide compliance with international payment regulations
- **Technology Stack:** Core platforms included TSYS (TS2), VisionPLUS, CardPac, Triumph, Base24, Falcon Fraud Management System, Ab Initio, SAP GL, Visa (VROL), MasterCard (Mastercom), Experian, Visa IntelliLink, CentreSuite, PEGA, RSA 3D Secure, and card production via Oberthur and Gemalto

SCOTTISH WIDOWS (part of Lloyds Bank Group), Edinburgh

MDM Solutions Architect

Feb 2010 – Oct 2010

Role:

Led design and delivery of a Master Data Management (MDM) solution to consolidate and synchronise customer and product data across Scottish Widows, Lloyds Bank, HBOS, and Clerical Medical. Responsible for target data architecture, vendor selection, and compliance with Group governance and data standards

Accomplishments:

- **Solution Architecture:** Delivered an enterprise-wide MDM framework providing a single, trusted, and reconciled source of customer and product master data across platforms
- **Vendor Selection:** Led full RFP and evaluation process for IBM, Oracle, Siperian, and SAP MDM solutions, ensuring strategic and technical fit
- **End-to-End Design:** Produced comprehensive architectural artefacts from conceptual design through detailed E2E solution, aligned with Lloyds governance and delivery frameworks
- **Project Turnaround:** Revitalised a failing project through redesigned architecture and vendor strategy, improving governance outcomes and stakeholder confidence significantly
- **Technology Stack:** Implemented using IBM MDM Server, DataStage ETL, and internally built integration components for synchronisation across multiple business systems

SCOTTISH WIDOWS (part of Lloyds Bank Group), Edinburgh

Business Transformation Solutions Architect

Sep 2009 – Feb 2010

Role:

Led architecture and delivery of a Natural Language Interactive Voice Recognition (NLIVR) system across Scottish Widows, Lloyds Bank, HBOS, and Clerical Medical. Managed vendor selection, solution design, and governance approval, ensuring compliance with Lloyds Banking Group standards and seamless alignment across multiple business lines

Accomplishments:

- **Procurement Leadership:** Led the vendor selection and evaluation process, engaging BT, IBM, Nuance, Dimension Data, Sabio, and VE Commerce through reference visits and capability assessments
- **Solution Design:** Delivered architecture artefacts from Outline Solutions Design (OSD) to Group Governance across Life Assurance, Investments, and Pensions divisions
- **Stakeholder Engagement:** Managed solution delivery for Independent Financial Advisors (IFAs), branch staff, and end customers across Lloyds and Halifax networks
- **Business Transformation:** Contributed to feasibility and architecture of strategic initiatives, including Bancassurance Extranet, Lean Processing, and Corporate Re-Engineering

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- **Technical Delivery:** Directed build, test, and deployment phases, ensuring designs were fully aligned with enterprise architecture and operational requirements
- **Technology Stack:** Delivered using BT, IBM, Nuance, Dimension Data, Sabio, PegaSystems, MicroStrategy/SAS, DataStage ETL, and VE Commerce platforms

CAPITAL ONE , Nottingham

Lead Transformation Architect / IT Project Manager

Feb 2009 - Jul 2009

Role:

Led architecture, design, and delivery of major transformation initiatives to achieve £16.7m in operational savings. Projects included the divestment of the Savings business, data centre consolidation, vendor realignment, and customer contact simplification across multiple business lines

Accomplishments:

- **Business Divestment:** Acted as both Architect and IT Lead for the confidential sale of the Savings business—initiated in February, announced in June, and delivered by July
- **End-to-End Ownership:** Managed all technical aspects from RFI/RFP through contract negotiation, architecture, integration, and phase-one delivery
- **Multi-Party Coordination:** Directed IT activities across Newcastle Building Society, Skipton Building Society, Wipro, IBM, and AT&T to ensure seamless system handover
- **Infrastructure & Network Rationalisation:** Oversaw data centre consolidation and vendor changes to optimise operational efficiency and reduce technical overheads

CAPITAL ONE, Nottingham

Senior Solutions Architect / Project Manager

Jan 2008 - Dec 2008

Role:

Led architecture, design, and delivery of the UK Call Centre Outsourcing programme – from RFI/RFP development through vendor selection, design, migration, and implementation. Acted as lead architect and IT project manager, managing multi-vendor integration across India (Wipro) and the Philippines (iQor)

Accomplishments:

- **Call Centre Transformation:** Architected and delivered full outsourcing of Capital One's UK call centre within ten months, achieving cost and delivery targets
- **Vendor Management:** Oversaw RFI/RFP process, vendor evaluation, and contract negotiation with Wipro, IBM, and iQor to ensure aligned service and technology outcomes
- **Governance & Compliance:** Ensured all architecture artefacts met TOGAF standards and were reviewed and approved by the European Architecture Review Council
- **Technical Oversight:** Directed transition through feasibility, definition, and design phases, ensuring seamless system integration, migration, and business continuity
- **Multi-Project Leadership:** Delivered additional initiatives including Dialler Upgrade, Secure Wireless Guest Access, Data Centre Decommission, RFID Contactless, and Microbusiness Card
- **Technology Stack:** Solutions built across Citrix, UNIX, TSYS (TS2), Oracle, Sybase, PEGA, Remedy, Java, .NET, telephony (PSTN/VoIP), and ETL/BI frameworks

BRITISH TELECOM PROFESSIONAL SERVICES, Ipswich, Makati, Singapore, Vietnam

Lead NGN Voice Architect - Overseas

Apr 2007 - Dec 2007

Role:

Led architecture and technical delivery of BT's Next Generation Network (NGN) and voice transformation projects for telecom operators across Asia, the Middle East, and Europe. Responsible for network design, tender responses, vendor selection, and implementation oversight of all NGN and VoIP solutions

Accomplishments:

- **Global Programme Leadership:** Directed multi-country NGN migration strategies for PLDT (Philippines), VietTel (Vietnam), Turk Telekom (Turkey), NTS (Indonesia), Maxis (Malaysia), and STC (Saudi Arabia)
- **Network Transformation:** Designed NGN target architecture replacing legacy TDM/GSM with IP-based voice and data infrastructure supporting full service portfolios
- **Operational Architecture:** Developed end-to-end operational models for All-IP infrastructures including OSS, BSS, switching, backhaul, and access networks

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- **Business & Technical Strategy:** Authored detailed migration and service roadmaps, integrating technical feasibility with commercial and operational objectives
- **Vendor Management:** Produced comprehensive NGN tender documentation, led technical evaluations, and guided vendor selection and implementation across multiple markets
- **Technical Design Excellence:** Delivered methodologies for traffic forecasting, network dimensioning, and engineering to support scalability and future service growth
- **Implementation Support:** Oversaw pilot deployments, interoperability testing, performance validation, and acceptance for live NGN rollouts
- **Innovation:** Worked with mobile operators on IMS, VoIP, and next-generation 3G network services incorporating XML, WML, and secure IP-based communication

BRITISH TELECOM WHOLESALE (21C), Brentwood

21CN Architect - Design

Oct 2005 - Jun 2007

Role:

Responsible for the detailed design, validation, and delivery of carrier-grade Voice Services and network components for BT's 21st Century Network (21CN). Focused on enabling NGN voice capability, OSS/BSS integration, and migration from legacy PSTN systems to next-generation IP-based infrastructure

Accomplishments:

- **Voice Network Design:** Designed and validated large-scale NGN voice components including Call Servers, Routing Databases, Media Gateways, and MSANs with a focus on scalability and performance
- **Solution Delivery:** Led design and delivery efforts within a multi-million-pound programme, providing carrier-grade solutions for BT Lines of Business and external clients
- **Technical Leadership:** Directed teams in requirements definition, scoping, and low-level design documentation for high-availability voice networks
- **21CN Programme Integration:** Delivered end-to-end design for the 21C NGN Interconnect rollout, integrating OSS, process, and management interfaces into the wider BSS/OSS environment
- **Performance Engineering:** Established key metrics for delay-to-dial-tone, post-dial delay, and post-answer delay, ensuring high network reliability and quality of service
- **High-Level Architecture:** Produced validated NGN IP Interconnect solution designs for carrier interoperability trials and early production deployments

VOIPSTERS Ltd, Leicester

Founder & CEO

Oct 2004 - Jun 2017

Role:

Founded and led a consultancy and solutions business specialising in voice and data convergence, VoIP adoption, and telecoms transformation. Provided strategic and technical advisory services to enterprises, service providers, and hardware manufacturers to accelerate VoIP market entry and operational efficiency

BULLDOG COMMUNICATIONS (SUBSIDIARY OF CABLE & WIRELESS), London

Head of VOIP Services

Mar 2004 - Oct 2004

Role:

Led architecture, development, and go-to-market strategy for next-generation VoIP products and services. Accountable for end-to-end design of PSTN and VoIP network architecture, vendor selection, and deployment of new voice technologies across Bulldog's national broadband network

Accomplishments:

- **VoIP Architecture Leadership:** Defined and implemented core PSTN and VoIP network architecture, integrating next-generation technologies into national infrastructure
- **Vendor Evaluation:** Assessed and trialed CPE and network products through lab testing, field trials, and RFI/RFQ evaluation to ensure scalability and performance
- **Product Development:** Collaborated with Strategy, Finance, and Marketing to translate commercial requirements into technical specifications for new VoIP and data services
- **Operational Delivery:** Produced detailed engineering specifications, test plans, and implementation guidelines for CPE production and national rollout
- **Technology Strategy:** Established frameworks for capacity management, QoS, and resiliency across WAN and voice network layers, ensuring robust service delivery

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- **Stakeholder Engagement:** Worked directly with UK enterprise customers and Cable & Wireless teams on product roadmaps, deployment plans, and business justification models
- **Innovation Enablement:** Introduced early-stage SIP-based interconnect and routing models, setting the foundation for Bulldog's next-generation voice portfolio
- **Cost Optimisation:** Delivered significant operational savings through network consolidation and supplier rationalisation, improving service margins and delivery efficiency

PIPEMEDIA Ltd, Leicester

Head of Sales - Broadband & VOIP

Oct 2003 - Mar 2004

Role:

Led sales and marketing for broadband, VoIP, and VPN solutions, driving product adoption and revenue growth across SME and enterprise markets. Focused on converged telephony, bundled offerings, and value-based data services

Accomplishments:

- **Sales Leadership:** Delivered against aggressive sales targets through consultative, solutions-based selling and long-cycle enterprise engagements across multiple industry sectors
- **Market Development:** Built strategic go-to-market plans targeting national accounts, VARs, and reseller channels to expand geographic footprint, revenue, and overall market visibility
- **Client Engagement:** Established and maintained senior relationships across customer organisations, driving renewals, referrals, and sustained long-term account retention
- **Product Strategy:** Supported the creation of converged service bundles, tariffs, and value propositions aligned with evolving customer needs and emerging market technologies
- **Team Enablement:** Trained and mentored sales teams on VoIP, broadband, and VPN technologies to improve technical product knowledge and sales conversion rates
- **Revenue Growth:** Achieved measurable sales uplift by introducing bundled voice and data propositions that improved profitability, customer satisfaction, and brand loyalty

LEICESTER COLLEGE, Leicester

Part-time Lecturer, ICT, Computing & Telecoms

Jan 2003 - May 2003

Role:

Delivered high-quality teaching and practical learning in ICT, Computing, and Telecommunications, ensuring course content met academic standards and industry relevance

Accomplishments:

- **Teaching Excellence:** Designed and delivered engaging, discussion-led lessons that promoted active learning and collaboration among students and prepared teaching materials and assessments aligned with college learning objectives and qualification frameworks. Provided academic and pastoral guidance to help students achieve their learning goals and progress into further study or employment

VODAFONE MULTIMEDIA, Newbury

Consultant, Strategic Marketing and Sales

Jul 2002 - Jan 2003

Role:

Supported the strategy, design, and launch of multimedia data applications and services for Vodafone LIVE and the early 3G network. Focused on defining the commercial models, partnerships, and go-to-market strategies for interactive and content-driven mobile services

Accomplishments:

- **Strategic Planning:** Collaborated with sales, marketing, operations, and R&D to define business models, service tiers, and rollout strategies for Vodafone LIVE offerings
- **Market Opportunity Identification:** Researched and identified key mobile market opportunities, interactive content partnerships, and high-value customer engagement channels
- **Commercial Evaluation:** Assessed initiatives using criteria such as business model viability, resource alignment, market timing, and competitive positioning
- **Media Collaboration:** Partnered with broadcasters, agencies, and media houses to design interactive campaigns and educate clients on mobile engagement best practices
- **Interactive Product Design:** Authored service specifications and user journeys for interactive features including voting, polling, trivia, sweepstakes, and text-to-screen applications

KAM PATEL

FINE POINT TECHNOLOGIES Leicester

MD & Vice President Sales, EMEA

Dec 2001 – Jul 2002

Role:

Reported to the Board of Directors with full responsibility for establishing Fine Point's European operations, including Sales, Marketing, Finance, and Development. Led commercial growth, partnership strategy, and operational performance across the EMEA region.

Accomplishments:

- **Regional Leadership:** Established Fine Point's European headquarters from inception, achieving operational readiness and market presence within the first year
- **Revenue Growth:** Secured major contracts with PTTs, carriers, ISPs, and broadband providers across Europe, driving significant revenue uplift
- **Financial Management:** Delivered full P&L ownership, developing and executing operating and capital budgets with positive ROI within four months
- **Team Development:** Recruited, mentored, and led a high-performing European team, embedding accountability, performance culture, and strategic focus

NORTEL NETWORKS, Maidenhead, Frankfurt, Istanbul, Ottawa, Toronto

Vice President, Hosted Solutions, EMEA

Sep 2000 – Dec 2001

Role:

Led Nortel's Hosted Solutions business across Europe, the Middle East, and Africa, driving revenue growth, strategic partnerships, and market leadership in both wireless and wireline domains. Accountable for full P&L, sales strategy, and execution while shaping Nortel's broader corporate direction in next-generation network services

Accomplishments:

- **Regional Leadership:** Directed a 40-person sales organisation (within a 160-strong regional structure) managing \$250M in annual enterprise and service provider business
- **Major Deal Wins:** Closed multimillion-dollar contracts including a \$120M direct and \$100M indirect deal, alongside multiple \$1-5M service provider engagements
- **3G Market Success:** Delivered multiple 3G infrastructure bid wins by aligning Nortel's platforms with emerging operator requirements and profitable service models
- **Strategic Partnerships:** Forged alliances with IBM, Sun, Microsoft, and EMC to co-develop & deliver joint solutions
- **Sales Excellence:** Consistently exceeded quarterly revenue targets despite market downturn, sustaining double-digit growth across key accounts
- **Customer Engagement:** Worked closely with delivery, programme, and support teams to ensure seamless customer experience and successful implementation outcomes
- **Brand Representation:** Served as Nortel's public face at major industry events, analyst briefings, and media engagements to strengthen brand and thought leadership

FIRSTMARK COMMUNICATIONS, London

Director of Strategic Marketing, EMEA

May 2000 – Sep 2000

Role:

Defined and executed product strategy for emerging broadband and wholesale services across EMEA. Responsible for shaping product lifecycles—from strategy and market definition through delivery and launch—while leading a cross-functional team of senior product and project managers

Accomplishments:

- **Product Strategy:** Developed go-to-market strategy for multiple xSP wholesale products including Storage Services, IP VPNs, Virtual ISP, and Application Service Provision
- **Service Innovation:** Introduced caching, backup, and security services designed to enhance customer performance and resilience across hosted environments
- **Team Leadership:** Built and led a high-performing regional team of product and project managers to deliver new offerings on aggressive launch timelines
- **Market Positioning:** Defined FirstMark's differentiation strategy across competitive markets, supporting rapid customer acquisition and brand expansion
- **Execution Excellence:** Oversaw full lifecycle management from concept to commercial rollout, ensuring on-time delivery and profitability targets were met

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NORTEL NETWORKS, Maidenhead

Senior Internet Business Solutions Manager

Sep 1998 – May 2000

Role:

Established and led the EMEA Internet Business Solutions team to drive the Managed Application Services portfolio, positioning Nortel as a strategic enabler in the emerging ASP (Application Service Provider) market. Accountable for commercial strategy, partner alignment, and regional business development

Accomplishments:

- **Business Growth:** Developed and secured board approval for a business case projecting \$1B in annual revenue by 2002 through entry into the ASP market
- **Market Leadership:** Positioned Nortel as a solutions integrator delivering end-to-end hosted application services, fully pre-integrated and partner-supported
- **Strategic Partnerships:** Forged alliances with HP, Compaq, BEA Systems, InterShop, Concur, ICL, and leading consultancies including Deloitte, Arthur Andersen, and PwC
- **Major Deal Success:** Led Europe's first major ASP initiative, securing a \$100M contract with a leading operator pursuing first-to-market advantage
- **Marketing Strategy:** Created and executed a strategic marketing and PR plan to drive revenue growth, brand awareness, and regional market share
- **Application Domains:** Delivered go-to-market frameworks across Unified Messaging, E-commerce (B2B & B2C), Call Centres, and CRM/ERP environments

NORTEL NETWORKS, Maidenhead

Web Technology Manager

Oct 1997 – Sep 1998

Role:

Led Nortel's European web technology strategy covering Internet, Intranet, and Extranet systems. Oversaw web architecture, branding, and e-business development, managing a 15-person team within a \$2.1M annual budget. Accountable for solution design, implementation, support, and alignment with regional marketing and business objectives

Accomplishments:

- **Web Programme Delivery:** Directed the delivery of 75 web projects across 11 months, maintaining 22 in first-line and 36 in second- and third-line support under formal SLAs
- **Technical Leadership:** Managed full-stack development and infrastructure operations across multiple web environments, ensuring high uptime and performance
- **E-Business Enablement:** Led Nortel's early e-commerce and digital transformation initiatives, integrating web systems into regional business functions
- **Innovation:** Oversaw hardware and software engineering teams in creating Nortel's first Java-enabled handset applications, from concept through full development lifecycle
- **Operational Management:** Established PMO and resource management frameworks to optimise project delivery, quality control, and team efficiency across Europe

LEICESTER MERCURY INTERNET SERVICES, Leicester

Internet Manager

Jul 1996 – Oct 1997

Role:

Appointed to lead Leicester Mercury's transition to digital publishing and online services. Responsible for launching the newspaper's first website, driving digital advertising innovation, and developing commercial Internet solutions for local and regional businesses

Accomplishments:

- **Digital Launch:** Brought the Leicester Mercury newspaper online within two months, publishing daily news and sports content accessible globally before print release
- **Innovation & Strategy:** Conceived and launched *Gateway to Leicestershire*, a pioneering regional online portal combining business, lifestyle, and news content
- **National Collaboration:** United eight major regional newspaper groups to establish *Adhunter*, the first national classified database—later evolving into the *fish4* network
- **Market Impact:** The *Gateway* concept inspired major regional portals including *ThisIsLondon.co.uk*, *ThisIsNottingham.co.uk*, and *ThisIsGloucestershire.co.uk*
- **Team Leadership:** Managed a cross-functional team of eight spanning programming, design, sales, and technical support, delivering multiple concurrent web projects

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- **Client Portfolio:** Delivered bespoke websites for clients including Leicester City Football Club, Frank Innes, Warner Bros. Leicester, and Holiday Inn
- **Technical Proficiency:** Gained expertise in web security, data protection, and network infrastructure, managing firewalls and compliance with early Internet regulations

LEICESTER MERCURY, Leicester

Deputy Supervisor Apple Mac Editorial

Sep 1991 - Jul 1996

Role:

Supervised a seven-person editorial production team responsible for daily news and features layout, design, and print preparation using Apple Mac systems. Supported innovation in editorial design and digital publishing initiatives.

Accomplishments:

- **Editorial Innovation:** Designed new newspaper layouts & prototype dummies to modernise publication's visual identity
- **Content Creation:** Wrote and designed *The Computer Zone*, a weekly gaming and technology supplement published for eight consecutive years
- **Digital Pioneering:** Introduced and managed the first local newspaper Fantasy Football competition (*Star Soccer*), engaging over 8,000 players and expanding reader participation

CAD USER MAGAZINE, Beckenham

Sub-Editor & Layout Artist

Feb 1991 - Apr 1991

Role:

Produced page layouts and sub-edited technical content for a leading monthly magazine serving the computer-aided design industry. Coordinated with editorial, design, and production teams to ensure high-quality publication standards

Accomplishments:

- **Editorial Production:** Managed layout and editing for monthly features and reviews, ensuring accuracy, clarity, and visual consistency
- **Special Publication Delivery:** Led design and production of a 72-page *CAD User Show* pull-out guide, liaising with all exhibitors to compile product and event details
- **Technical Expertise:** Utilised Ventura Gold DTP, WordPerfect 5.1, Lotus 1-2-3, and Microsoft Excel to streamline layout, copy flow, and pre-press processes

BANCA DI ROMA, London

Junior Foreign Exchange Dealer

Apr 1990 - Feb 1991

TIME OUT PUBLICATIONS, London

Freelance Journalist & Layout Artist

Mar 1989 - Oct 1989

Other Experiences

Other experience and part-time jobs include camp counsellor, freelance programmer, tutor, playscheme leader, good receiver, frozen food packer, library assistant, potato peeler and cocktail barman

EDUCATION

De Montfort University, Leicester Exec Masters in Business Administration (MBA2)	2002 - 2003
Nottingham Business School, Nottingham Exec Masters in Business Administration (MBA1)	2001 - 2002
City University, London B.Sc. in Computer Science (Incomplete)	1987 - 1989
QE I Sixth Form College, Leicester A-Levels in Pure Mathematics & Statistics, Economics and Computer Science	1985 - 1987
Rushey Mead Secondary, Leicester O-Levels in English Language, English Literature, Mathematics, Computer Science, Economics	1980 - 1985

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TRAINING AND PROFESSIONAL CERTIFICATION

Certified Artificial Intelligence Practitioner (CAIP) 2025 Training focused on implementing AI solutions using AI and large language models (LLMs) to transform services	TOGAF (The Open Group Architecture Framework) 2014 An enterprise architecture methodology and framework used to improve business efficiency by aligning IT strategy with business goals
Data Science and Machine Learning Certifications 2025 Courses and certifications on data analysis, machine learning, and AI, relevant to leveraging data-driven decision-making and implementing AI solutions	Digital Transformation Leadership Program 2017 Specialised training focused on leading digital transformation initiatives, change management, and the strategic use of emerging technologies
Certified ScrumMaster (CSM) 2021 A certification for Scrum practitioners, demonstrating knowledge and experience in managing and leading Agile Scrum projects	Change Management Practitioner (APMG International) 2010 Certification in managing organisational change important for the transformational aspects of any role
SAFe (Scaled Agile Framework) Certification 2016 A certification focused on applying Agile principles at scale within large organisations, essential for managing complex, cross-functional Agile teams & fostering culture of innovation	PRINCE2 Foundation & Practitioner 2009 A widely recognised project management qualification focusing on managing projects efficiently and effectively within a structured framework
PMP (Project Management Professional) 2015 A globally recognised certification by the Project Management Institute (PMI) that demonstrates competence in leading and directing projects	Leadership and Management Training (ILM Level 7) 2000 Formal training in leadership and management, emphasising strategic leadership, people management, and organisational development

HARD SKILLS

Professional experience

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

SOFT SKILLS

Professional attributes

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

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TECHNICAL SKILLS

Architecture

- TOGAF
- ZACHMAN
- DODAF
- MODAF
- NAF
- OMG
- UDPM
- UAF
- Serverless (API)
- Microservices Design using MuleSoft & Del Boomi

Languages

- C++
- C#
- ASP.NET
- Java
- JavaScript
- Python
- HTML
- CSS
- XML

Tech Stacks & OS

- Express.js
- AngularJS
- Node.js
- Linux
- Apache
- MySQL
- PHP

App Coding

- Xcode
- Objective-C
- Ionic SwiftUI
- Cordova
- PhoneGap

Azure & Google

- Migration And Deployment In Multi-Cloud Environments

Databases

- MongoDB
- SQL server
- Oracle
- SYBASEIQ

Cloud (Amazon)

- EC2
- S3
- RDS
- Elasticache
- EBS
- Elastic Container Service, Batch, and Lambda

DevOps

- SAFE
- GitHub
- Puppet
- Jenkins
- Maven
- Chef
- Docker
- Terraform
- Ansible
- Jira
- Confluence
- Splunk
- Kubernetes
- React

Data Science / ML

- Snowflake
- R
- SSIS
- Apache Spark
- D3.js
- Hadoop
- Tableau

CRM

- Salesforce
- MS Dynamics
- HubSpot
- SugarCRM

Security

- Cloud Security
- Darktrace
- Cryptographic Signing
- HSMs

Messaging

- Kafka
- Message Streaming
- Event Sourcing

ETL Tools

- SSIS
- Boomi Informatica
- DataStage
- Talend
- PowerBI

Networking

- TCP/IP
- DNS
- VPN Configuration

Other Areas

- Core Banking Platforms: Mambu
- Payments, Cards, Insurance, AML, KYC, Onboarding technical stacks
- FinTech and Regulatory Expertise
- Digital Assets, AI, Blockchain, RPA architecture

SPEAKING EVENTS

17 - 18 Oct 2006	IP 06 (London)	Building Your Own Brand of VoIP
13 - 16 Jan 2003	BICSI Winter Conference (Florida)	Fibre Optic Trends in the Local Area Network
1 - 4 Jul 2002	xDSL Summit (Nice)	Reducing the Costs of Deployment For xDSL
1 - 4 Jul 2002	xDSL Summit (Nice)	Chairman: Video Over DSL
1 - 4 Jul 2002	xDSL Summit (Nice)	Making Money from Video Over DSL Services
22 - 23 Nov 2001	MforMobile 2001 (Stockholm)	Roaming & VPNs - ensuring services are available globally
7 Jun 2001	Managed Solutions (London)	Utilising Partnerships to generate revenue from CDN's
6 - 8 Mar 2001	ASP Summit 2001 (Rome)	Panel Session: ASP Service Integration
6 - 8 Mar 2001	ASP Summit 2001 (Rome)	Chairman for morning session
5 Mar 2001	Colo & Hosting Summit (Rome)	Utilising Storage Area Networks
26 - 28 Feb 2001	IP Global Summit 2001 (London)	NextGen architecture: Delivering tomorrow's IP services
20 - 23 Feb 2001	GSM Congress (Cannes)	Stream: Content: ASP in a Wireless World
25 - 26 Jan 2001	Swedish ASP Summit (Stockholm)	What is the future ASP business model?
6 - 10 Nov 2000	Systems 2000 (Munich)	Web Design and Hosting in Telecoms
22 - 23 May 2000	IP Global Summit 2000 (Rome)	A tariffing strategy that is in line with the ASP value chain
10 - 13 Apr 2000	Tel eCommerce 2000 (Geneva)	How Telco's and ISP's take get full potential of eBusiness
3-7 Apr 2000	Inform 2000 (Las Vegas)	Workshop: E-Business Applications for the ASP of Future
14-16 Mar 2000	ISP 2000 (Amsterdam)	Simple hosting to full application enabled services
24 Feb 2000	CeBIT 2000 (Hanover)	grASPing the ASP market
15 - 17 Feb 2000	ISPCON 2000 (London)	Workshop: Opportunities in Application Services

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22 - 23 Nov 1999 ASP @ The Net (London)
30 Sept 1999 ASP 99 (London)
27 - 31 Mar 1999 ASP Summit 2000 (London)

ASP 'Food Chain' and Application Hosting Environments
Understanding Network enablers and implications of ASP
Workshop: 'Hosting End-to End Integrated Solutions'

REFEREES

ROB CARROLL

Passport365
Chairman

MAX VERNON

PiXL Property
CMO

MIKE SUMNER

Custodiex
CTO / CSO

DIVYA SINGH

My Community Finance
Head of Engineering

ROB WALTER

Paysafe
Global Head of Crypto

CHRISTIAN JANSON

Neue Capital Partners
Technology Investor

PIERRE F. SUHRCKE

COGNI
Chairman & Lead Advisor

ROY RICHARDSON

HSBC
Global Head of Architecture

SANDRA CACKETT

Lloyds Banking Group
Lead Solutions Architect

ROBERT STEEL

Barclaycard
Lead Technology Partner

RAJ MODHA

Barclays Group
Agile Programme Mgr.

STEPHEN NEWBERRY

Scottish Widows
Senior Programme Manager

JONATHAN SILVESTER

Capital One
Head of Architecture, EMEA

PASQUALE GENCO

British Telecom
Senior IT Manager

LARRY POSNER

Fine Point Technologies
SVP Global Sales

CHRIS TOLMIE

Nortel Networks
Director of Marketing, EMEA

TONY SCOTT

Nortel Networks
Director of IT

MARK CLAYTON

Leicester Mercury
Chief Features Editor