

## Introduction

I am a hands on web consultant, with eleven years experience of managing and working within web based projects in both the private and public sectors. I have taken on the roles of Web Producer, Project manager, User acceptance test manager, Web manager, User experience consultant, and Business Analyst.

I am experienced at leading project and operational teams as well as direct line management of staff in order to deliver user focused web based systems. I also provide a unique blend of business and a user centric approach; complimented with a broad technical knowledge which is a rare mix within the industry.

I am fully conversant with the best practice methods employed in my field, with specific experience of PRINCE 2 and PMI methodologies, I am also knowledgeable about Agile and SCRUM as well as procurement rules and budget management. I have been counter terrorist check level security cleared (CTC) for work on high security roles within Government.

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## Career Highlights

### **Amadeus IT Group SA: Business Analyst Group Manager/Project Manager**

Managing a team of five project managers I was responsible for the co ordination and running of IT initiatives and software delivery projects for Amadeus across the enterprise. Working in both a consultative and permanent position within the group I have been responsible for managing the delivery of a number of web based projects, including interactive solutions finders, web portals and web content management systems.

Set up the Project office and the Business Analysis group, implementing proven project management methodologies and processes.

Responsible for managing the full project lifecycle of the new content management system and web portal for Amadeus web sites and intranet, using IBM Websphere Portal and IBM Web Content Management systems.

Implementing strategic Web tool sets to support online initiatives, which has become known as the web reference architecture within Amadeus.

### **Department for Transport , VOSA, DVLA and DSA: UAT Manager / CMS Web Manager**

The Transport Office portal project was conceived to provide online transactions for commercial motorists within the United Kingdom. As well as day to day Web CMS management I was responsible for the development of business processes and publishing workflow for the Stellent web content management system (WCMS).

Technical UAT manager for dynamic registration, login and customer management applications built using BEA Web Logic. Responsible for test planning and design and managing a team of Testers, the role required an understanding of testing theory, process and methods and the use of Test Director (HP Quality centre) Software.

### **WTG / Hyperlink Interactive / Cable and Wireless: Web Interface development**

Working within a team of 10, I developed the web based interface for a secure webmail project for government agencies. This involved developing XHTML, CSS and javascript to full accessibility, usability compliance and browser compatibility. This has since become known as Ajax/web 2.0 Interface development.

### **Defra: Web content management system (WCMS) Project Consultant**

Working within business change, communication and content migration for Defra's new Web CMS supplied by Vignette, role comprises of development of training and rollout strategy as well as developing training modules to train users up in the use of the Vignette content publishing system. Provided business areas with IT support and advised on the development of new information architectures and wire-frames ready for migration to the Vignette CMS.

### **Direct Gov/Inland revenue: Interactive design and development**

Scope, design and build interactive prototypes of online tools such as a benefits entitlement guide.

### **Planning Inspectorate: Web Manager**

The intranet project was realised to improve publishing standards, improve ease of use and to ensure that it met the variety of customer/user needs within the business. I led and managed the project from its inception up to its completion in June 2004. This involved business analysis, project planning, design, testing, rollout and delivery of user interfaces, web based applications, workflow development and IT infrastructure to support the new intranet. Support and training was also arranged for 1000 users. I also managed the procurement of web hosting platforms using the SCAT government procedures.

*"The new design has been praised by many of the business owners and staff within PINS and is a model for government departments and agencies."*

**Ian Waters - Head of eBusiness The Planning Inspectorate**

### **Press Complaints Commission: Web site consultancy / Project Manager**

The project was conceived to enable the Press Complaints Commission (PCC) staff to publish complaints received to their web site and to position the web site as the primary source of information dissemination for the PCC. This involved user interface development, the implementation of a bespoke content management system, the development of business processes/workflow and staff training.

### **National Assembly for Wales : Web site, intranet and Assembly chamber touch screens**

Managed re-design and implementation of the new Internet site, designed National Assembly for Wales touch screens to be used in the Assembly Chamber. Advised on best ways to implement and publish to the Intranet. Wrote and taught content authoring courses to departments throughout the Assembly in order to prepare for the move from the Welsh Assembly to the National Assembly for Wales in 2000

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## Employment History

MKMJ LTD (Web Consultant with Amadeus)	July 09 - Current
Amadeus IT Group SA	Oct 06 – July 09
VOSA, DVLA, DSA & Department for Transport	June 05 – May 06
Cable and Wireless	Mar 05 – June 05
Directgov/Inland Revenue	Mar 05 – June 05
Department for Environment Food and Rural Affairs:	Dec 04 – Mar 05
Planning Inspectorate:	Dec 01 – Nov 04
Freelance Web Consultancy:	Mar 99 – Dec 01
Travel UK Website Ltd:	May 97 - Feb 99

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## Vocational Skills

- Prince 2
- Dynamic Systems Development Methodology
- Management of IT, design and project teams
- WAI Design for priority 1,2 and 3 accessible standards
- RNIB *See it right* standard design
- MS Project
- MS Sharepoint
- Content Management Systems (Websphere WCMS, Stellent, Ingeniux, Vignette, Tridion, Fatwire, Ingeniux)
- HP Quality Center/ Test Director
- XHTML / HTML
- Flash Action script
- Style sheets / CSS
- Streaming Video / Media, Flash
- Adobe Dreamweaver, Fireworks, Photoshop, Illustrator, Indesign
- Search engine marketing/ positioning (SEO)
- Web Statistical Tracking (Omniture, HBX, Google Analytics, Web trends)
- Wire-framing and prototyping
- Business process design (BPML)
- User Experience design
- Usability workshops

## Vocational training and qualifications

- Requirements analysis and design for effective web sites
  - Prince 2 for Practitioners
  - Microsoft Project
  - Advanced Macromedia Flash Action script
  - Flash Action script
  - Cold fusion
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## **Awards**

Central Office of Information forum awards - Grand prix award for best web site 2004

Central Office of Information forum awards - Most accessible site of 2004

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## **Formal Education**

1985-1992

Cotham Grammar School, Cotham Lawn Road,  
Bristol BS6

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## **Personal Information**

I am well travelled, spending the period between my education and my career travelling and working across the globe. My hobbies include cycling, keep fit and I am training to run a Marathon next year.