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**PERSONAL DETAILS****British Citizen**

64 Gadwell Road, Walton Cardiff, Tewkesbury, Gloucestershire GL20 7RT

**Telephone:** 07711 891061**Email:** andrew@aoakley.com

Established IT & Software Development Manager, Project Manager, Scrum Master and Technical Consultant with 25 years' experience looking for roles around Cheltenham, Gloucester, Stroud, Tewkesbury, Evesham, Worcester, Hereford, Droitwich, Redditch and M5 corridor.

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**KEY IT, SOFTWARE & BUSINESS SKILLS****All 10+ years unless stated**

I hold a Professional Scrum Master (PSM I) certificate (1 yr)

**Methodologies & Techniques:** Agile, Scrum (2 yrs), V model, Test First / Test Driven Design (TDD), Prince2, Peer Reviews, fostering good coding practices and reducing code smells

**Management:** IT Governance, Recruitment, Change Management, Restructuring, Team Leadership, Resource Planning, Project Management, Business Process Reengineering

**Standards & Auditing:** Management & auditing of ISO 9001 & ISO 27001 processes

**Software Development:** Visual Studio (including 2013/Online), Team Foundation Server, NUnit (2 yrs), NuGet (2 yrs), Balsamiq (1 yr), Cucumber (1 yr), Specflow (1 yr)

**IT & Security:** IT Support Management, Corporate Infrastructure Management, ITIL

**Programming:** I have several decades of programming experience in a variety of languages, including C# .NET / ASP, Visual Basic, PHP, Perl, Python, C and Bash scripts.

**Data Systems:** XML / XSLT, SQL, Oracle , Microsoft SQL Server, MySQL, SQLite

**Applications/OS:** Microsoft Office, Project, PowerPoint, Excel, Linux, Red Hat, Microsoft Windows

**Communications:** I am well-spoken and well presented, with excellent written English skills and a reassuring and confident telephone manner. I am highly suited to meeting and interacting with valued customers, and making presentations to, or training, large audiences and senior personnel.

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**CAPABILITIES****Software Development and Technical Consultancy – 20 years' experience (Scrum 2 yrs)**

- Scrum Manager, forming Agile / Scrum teams, facilitating development
- Product ownership, curating product backlog, specifying backlog items
- Recommending best practice and spotting cost-to-serve opportunities where appropriate
- Systems design, architecture, requirements gathering and writing technical specifications

**IT & Software Development Management – 15 years' experience**

- Managing IT & Development departments, technicians, programmers, processes and quality
- Analysing and restructuring organisations to optimise productivity, board & customer satisfaction
- Presenting technical topics to board of directors, senior important customers and large audiences
- Resource planning, reporting, auditing, capability planning and redeploying staff on demand
- Handling staff recruitment, performance, personal development plans, identifying training needs
- Conflict resolution, handling problem staff, especially retaining key technical staff

**Product, Service and Project Management – 15 years' experience**

- Technical consultancy, business requirements analysis, post and pre-sales
- Creating SLAs (Service Level Agreements), priority levels, issue & problem management
- Implementing agile, rapid and traditional project methodologies, chosen to suit the project
- Questioning traditional methods and formulating new approaches based on cost-to-serve
- Setting performance targets and monitoring progress to ensure deadlines are met

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**EDUCATION & QUALIFICATIONS**

**2:1 B.Sc. (Hons) Business Computer Systems**, Cheltenham & Gloucester College (Gloucestershire University), 1994.

**3 A Levels, 2 A/S Levels, 8 GCSEs**, Oldbury Wells School, Bridgnorth, Shropshire, 1990.

Certificates: **PSM-I Professional Scrum Master level 1, ITIL Foundation**

Courses: **ISO9001, ISO27001, Data Protection, Finance for Non-Financial Managers..**

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**CAREER HISTORY****2008 - today: Head of Software, Higher Education Statistics Agency, Cheltenham**

Government agency providing financial & statistical processing for universities, with statutory role.

- Managed department of 15 developers inc. two Scrum masters and two contract developers
- Planned resource allocation, performed resource levelling
- Led move from V-Model/Prince2 to Agile under Scrum.
- Recruited developers and senior developers using online testing to ensure candidate quality. Recruited non-development specialists such as web designers and Scrum masters.
- Performed appraisals and performance management. Retained key technical staff.
- Introduced automated unit testing under Team Foundation Server and NUnit to promote quality. Used automated builds to speed up code delivery iterations.
- Led move away from legacy codebase and cowboy coding, to object-oriented C# .NET with regular code reviews and refactoring where appropriate.
- Introduced formal change control process (change governance) with business case reviews and sign-offs
- Guided team to rationalise software architecture with common code libraries under NuGet
- Performed radical restructure separating development from application support, introduced 1st/2nd/3rd line support, SLAs, improved productivity, got people to concentrate on their best skills
- Solved the problem of ever-changing specs from civil service by implementing long term release schedule with major release milestones and regular maintenance release plan.
- Used Agile / Scrum to deliver product functionality & usability improvements on a separate track to the fixed statutory data collection schedule which remained under V-Model / Waterfall.
- Handled remote and face-to-face relationships with customers, including business and technical agreements.
- Led move from in-house hosting under IIS and data processing under Oracle to cloud-based under object-oriented Azure.

**2008 (6 months): Senior Consultant, Namesco, Worcester**

Tech lead for ISP applications development team during buyout period.

- Designed and developed billing system under PHP, Perl and MySQL for web hosting, server hosting, telephony & local loop unbundling

**2004 - 2007: Anti-Spam Development Manager, MessageLabs (Symantec), Gloucester**

World's biggest supplier of managed email security services, at the time, 5 million end users.

- Accuracy went up from 95% to 99.5%, independently verified as the world's most accurate anti-spam system
- Retained key technical personnel, recruited new technical personnel, particularly good at handling "difficult" personalities common in IT
- Spearheaded realtime email analysis to reject spam earlier, allowing more customers per server, increasing profitability and lowering cost-to-serve

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**CAREER HISTORY - CONTINUED****2002 - 2004: Development Director, NetSoft, Cheltenham**

Leading local supplier of IT services to SMEs, including web & database development.

- Developed system to track shipping pallets, using Microsoft Windows mobile handheld devices to allow truckers to interface remotely to central database
- Created a PHP/Linux interactive website for chartered accountants that included tools such as share dividend calculator
- Managed the installation, configuration and maintenance of office servers and networks, including bespoke systems to cope with harsh industrial environments such as quarrying.

**2001 - 2002: Project Manager, Grafx Internet, Cheltenham**

Managed development department creating high volume of low cost websites, using part-time contractors to support full-time employees, minimising costs.

- Developed website back-end content management system that interfaced directly with existing print systems, allowing transfer of articles directly from print to digital.

**2000 - 2001: Senior Consultant, Fletcher Associates, Tewkesbury**

Programming and graphic design telecottage serving oil corporates & govt. departments.

- Developed system for managing oil rig parts & equipment inventory
- Developed system to manage oil field bids for governments in compliance with EU and other international regulations.

**1998 - 2000: Senior Programmer, AssureWeb, Cheltenham**

Provider of services to independent financial advisors and insurance brokers

- Migrated desktop-based IFA system to web-based under Microsoft
- Integrated quotes system with APIs from multiple financial providers to provide live quotes

**1995 - 1998: Programmer, Royal Bank of Scotland, Cheltenham**

Corporate loans processing

- Developed and maintained (including 24/7 cover) corporate loans & mortgages system

**1994 - 1995: Programmer, Siren Computer Systems, Cirencester**

- C programmer for local government IT contracts

**1992 - 1993: Financial Systems Programmer (Student Placement), IBM, Warwick**

- Mainframe database programmer

In my spare time I run Cotswold Raspberry Jam, a family-friendly coding club for Raspberry Pi computers. I have a full clean driving licence and my own car.

References available on request

CV last updated April 2015