**Profile:**

With my strong technical background, I am an excellent communicator. I aim to embed myself quickly, adapt to the preferred ways of working and continue to shape them as I grow the team and the role. I lead by example, stand up for the values of my workplace and maintain a professional and ethical approach.

**Employment:**

**Agilio Software** Remote (Newcastle)

Senior Product Owner September 2022 – July 2024

*At Agilio, I was responsible for creating the Product Owner Team, Product Processes and best practices. As senior Product Owner, I managed the backlog and WIP of the most critical projects, notably the new HR platform, whilst mentoring the team. I covered areas such as compliance, onboarding, people management, eLearning, absence management, rota and document management. I also cover multiple sectors: Primary Care, SME and Veterinary as well as multiple geographies and locales.*

*I oversaw the delivery of multiple projects, managing scope, resources and deadlines and worked closely with the technical teams and stakeholders. I also directly interacted with customers, to manage and grow client relationships and obtain key feedback and input into the projects.*

*I was additionally responsible for improving best practices across the product group, building out our suite of documentation, Pendo analytics and user guides, coaching my peers and acting as a scrum master and team lead for the development teams I work with, running agile ceremonies and brown bag sessions. I was also the Diversity, Equality and Inclusivity Officer at Agilio.*

**IntelliCentrics** Spring Gardens (Manchester)

Product Owner April 2020 – September 2022

*At IntelliCentrics, as a PO, I covered full SDLC responsibilities: discovery and market analysis, stakeholder engagement, refinement, backlog management, prioritisation, roadmap management, technical authoring and delivery. I lead agile ceremonies and fostered developer best practices, to grow the team and ensure efficient use of resources. I assessed both qualitative customer feedback and quantitative usage statistics to persuade the business on how we improve our systems and services. I was responsible for documenting and presenting these findings, refining them into the roadmap of Epics and Stories for the team. I have lead projects of varying size and scope, ensuring that performance, scalability, reliability and security are always considered.*

**MoneySuperMarket** Spinningfields (Manchester)

Senior Full Stack Developer November 2018 – April 2020

*At MSM I was responsible for on-shoring legacy codebases built by third-party contractors – most of which are monolithic and required breaking down into micro-services, updating deployment pipelines to Jenkinsfiles, Developer-Best-Practices and iterating on/investing in process – both within the team and between teams. I participated in early SDLC phases such as User Interviews, Design Sprints and market research.*

*Key Responsibilities:*

* *Develop process for Agile Delivery and Ways of Working*
* *Requirements Refinement, 3 Amigos and Risk/Value Estimation*
* *Ticket ownership – from Discovery to Delivery*
* *Mentoring and Pairing*
* *Lead of the Manchester Green Team*
* *Mental Health First Aider*
* *Out of Hours Support*

**Booking.com** Manchester City Centre

Software Engineer November 2015 – November 2018

*I worked on de-coupling legacy monoliths into micro-services in an event driven system as part of the Supply Partner team - a full stack, product team with a DevOps culture, with full ownership and accountability of the services we developed.*

*Key Responsibilities:*

* *Ethics Ambassador for Engineering Dept.*
* *Agile delivery and Ways of Working best practices*
* *Design, Requirements refinement and 3 Amigos/Kick Offs*
* *Mentoring graduates and apprentices*
* *6-month secondment to booking.com headquarters in Amsterdam to initiate merge between Rentalcars & Booking*

**LeadX** Altrincham

Software Engineer April 2014 – November 2015

**Oracle** Reading

SOA Consultant October 2013 – April 2014

**Qualifications:**

2.1BSc in Computer Science from the University of Manchester (September 2010 - July 2013)

Certified Expert (awarded with distinction) in Agile Software Development from Learning Tree (March 2016)

CSIA Grade 1 and 2 Skiing Instructor (2009)

**Skills:**

Communication | Coaching and Mentoring | Agile Delivery | Stakeholder Engagement | Discovery | Design | Elaboration | Roadmaps | Ethics and Compliance | Technical Authoring | Problem Decomposition | Code Security | Defensive Coding and Error Handling | Automated Testing and TDD | A/B Testing | Metrics and Monitoring | Personal Development and Learning

**Personal Attributes:**

* Exceptional Communication Skills
* Servant Leadership Approach
* Change Oriented
* Analytical Thinker

**Values:**

* Health
* Responsibility
* Recognition

**Languages and Tools:**

Java | JavaScript | NodeJS | JIRA | AWS | Bamboo | SonarQube | Github | BitBucket | Jenkins | AppDynamics | Docker | Azure DevOps | Teams | Pendo … & more