

Summary

I've experienced a large range of digital roles in my career, from start-up to corporate, product to services, design to development, employee to founder, and everything in between.

This diverse experience, gained in industries such as financial services and FMCG, means I understand and care about every stage of a project's development and have the skill set to deliver and manage successful projects. I'm driven by results and want to work with a team that aspires to be and deliver the best, not just good enough.

Recently returned to New Zealand, I'm looking to work for an innovative company with people who are talented at what they do.

Skills

PROJECT MANAGEMENT

- Experienced Agile/Scrum practitioner
- PRINCE2 Foundation certified
- Use a consultative management style to ensure team is delivering what is necessary
- Ability to build strong professional relationships key for stakeholder management
- Clear understanding of expectations in a delivery context
- Detailed planning skills, experienced with MS Project, OmniPlan, SmartSheet
- Ability to thrive off problem solving in high pressure situations

TECHNICAL

- Experience with numerous technical environments and systems, including SharePoint, SDL Tridion, Wordpress, Adobe CQ5
- Background in front-end development, experienced with HTML, CSS, Javascript
- Experience with native iOS and Android app projects, as well as responsive and adaptive mobile web experiences
- Managing test processes, functional testing, writing test scripts, UAT, penetration testing
- Working knowledge of meeting accessibility standards, WCAG 2.0

VISUAL:

- Extensive background designing experiences for the web and mobile, UX, prototyping, IA, formal user testing
- Proficient with Adobe suite of programmes, Photoshop, Fireworks, Illustrator

COMMUNICATION & MARKETING

- Confident presenter, completed a Toastmasters course and have presented at conferences and industry gatherings
- Extensive experience with results driven email marketing campaigns and online community management
- Managing internal and external community assets: forums, blog, social networking presences

Employment

TOWER INSURANCE

March 2016 - present

Digital Project Manager - Auckland, NZ

- Project manager based inside Tower's Digital team
- Worked on the redevelopment of a full-service (including self-service) solution for key partner brand
- Project managed the development of the Digital offering of new products for Tower's direct channel, generating huge YoY growth in Digital
- Worked on Tower's conversion rate optimisation programme, laying a foundation of continuous improvement through agile ways of working
- Managed a variety of projects touching on areas of the business including general insurance products, travel, claims, payments.

BARCLAYS BANK

May 2013 - October 2015

Senior Project Manager (Contract) - London, UK

- Delivered multiple global transform projects on Barclays' SharePoint and Wordpress platforms for the Bank's 145,000 employees
- Management of dispersed stakeholders and vendors in US, EMEA, India and Asia
- Industry recognised project work, 2015 Gold Award winner in the StepTwo Intranet Innovation Awards, Bronze Winner in the 2015 LPI Learning Technologies Award

SAPIENTNITRO

November 2012 - April 2013

Senior Project Manager (Contract) - London, UK

- Working on the Royal Bank of Scotland account at SapienNitro
- Project managed the design and UX track of transformation project for RBS/NatWest retail bank sites
- Ran agile methodology with large UX & design team, in tandem with key client stakeholders

THE FOOTBALL LEAGUE

September 2011 - September 2012

Technical Project Manager (Contract) - London, UK

- Multimillion pound transformation redevelopment of the Football League Interactive network
- 86 club websites, mobile sites and apps, video-on-demand product serving millions of visitors every month
- Strong stakeholder management, including all 86 club partners in addition to internal stakeholders
- Led the technical and user experience critical evaluation of the new platform
- Strong vendor management dealing with multiple third parties and off-shore teams

OGILVY ONE

May 2011 - September 2011

Senior Project Manager (Contract) - London, UK

- Worked on the global Unilever account
- Managing UX track of Unilever's corporate website and localised country sites

OTHERMEDIA

October 2009 - March 2011

Project Manager - London, UK

- Managed day-to-day relationships with a number of ecommerce clients at different stages in their project lifecycle
- Project managed the company's single largest account
- Ran projects with multidisciplinary teams
- Fulfilled account management and support roles for my clients
- Clients included: Paul Smith, Football League, Hornby Hobbies, Ecover, Imperial College Union

PONOKO

June 2007 - May 2009

Community Manager - Wellington, New Zealand

- Responsible for the Ponoko community, consistently managed to turn customers around from unhappy assassins to raving fans
- Executing online marketing campaigns - driving user signups and sales
- Participating in the user experience design and development team

INTERGEN

April 2005 - June 2007

Interactive Specialist - Wellington, New Zealand

- Responsible for the front end development team, championing the New Zealand Government Web Guidelines within the company
- Managed team resourcing, aided pre-sales efforts

IVISION

Feb 2002 - April 2005

Managing Director - Dunedin, New Zealand

- Founded company in 2002. Continuously developed the business, from its core message to its product mix to its client list resulting in sustained year on year growth of 40% for 3 years

SYNAPTIC

Feb 2004 - April 2005

Business Operations Manager - Dunedin, New Zealand

- Helped found the company and seek start-up capital. Worked to solidify the business systems, helping to roll out the then largest wireless internet network in Dunedin

EVSL

March 2003 - April 2005

Technical Director - Dunedin, New Zealand

- EVSL was formed as a spin-off of a successful iVISION project where the company ran the first successful attempt at online tertiary students' association elections in New Zealand

Education

UNIVERSITY OF OTAGO, SCHOOL OF BUSINESS

2000-2003

Bachelor of Commerce - Dunedin, New Zealand

- Major in Marketing Management, Minor in Information Science

Volunteer Experience

UNIVERSITY OF OTAGO, IT STRATEGY BOARD

2003

Undergraduate Representative - Dunedin, New Zealand

- Helped to represent student views on the University's IT Strategy Board, owners of one of New Zealand's largest networks with a multi-million dollar budget and several thousand terminals