Christopher Heath

Agile, Results Driven Leader, Continually Improving

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Summary

Resourceful technical leader committed to achieving high standards. Skilled in understanding and analysis of problems, identification of appropriate solutions and management through to delivery using agile techniques.

Excellent at maintaining schedules and delivery to plan. Creating and leading agile teams, establishing a culture of continual delivery of business objectives. Highly motivated, organised, hardworking and ambitious focused on maximising customer satisfaction and business revenues.

Highlights

- Resource Planning
- Project planning / Management
- Requirements gathering and understanding
- Process Improvement
- Negotiator
- CI/CD, DevOps

- Agile, Lean, Scrum Methodologies
- Decision Maker
- Good Communicator
- Collaborative Leader
- Strong Technology background
- Continual improvement

Work History

Senior Technical Consultant   October 2016 - to date

Innovise

Responsible for Implementing Innovise's flagship product Timegate a SaaS WFM and payroll application, to large uk security and cleaning organisations. Handling all aspects of the projects lifecycle, from initial pre-sale to project handovers, through to final implementation and handover to support.

- Over 30 new & existing customer implementations from small 100 employee customers up to larger 20,000 employee systems
- Automation of payroll for 10,000 UK & IE employees from Timegate to SAP, with reciprocal integration from SAP to Timegate. Full design and specification, through to testing and implementation
- Works with sales and pre-sale to ensure projects are scoped correctly and to provide a smooth transposition to the consultancy team
- Managing stakeholders and project team member for multiple small and large scale project simultaneously to deliver all projects on-time and budget meeting specified requirements
- Support and assist smaller organisation with management of 3rd party vendors
- Implemented documentation standards and procedures to help obtain & maintain ISO9001 status
- Managed and mentored team members across all project aspects

Development Manager   June 2012 - September 2016

Working Time Solutions Ltd

After success at improving Working Time Solutions implementations, through the introduction of agile principles and processes, I was asked to undertake a similar transformation in the Development team.

This involved building and leading the development team and use of agile methodologies to create a new cloud based product.

- Early adopter & champion agile principles
- Move from Scrum boards to Kanban as we moved to CI/CD methodolgy
- Facilitated meeting (Standup and retrospectives) as Scrum master
- Worked closely with Product owner to understand requirements and prioritisation
- Push to automate, so we are always ready to release through various DevOps techniques
- Team Management, through supportive 1:1 and facilitation
- Coaching to help the team self-organise and be empowered, creating a cross functional department
- Decision maker for technologies and architecture
- BDD, TDD, CQRS, Lmax, Visual Studio Online, Git, Test Automation

Project Manager/implementation Consultant   September 2010 - June 2012

Working Time Solutions Ltd

Returning to Working Time Solutions to assist and guide them through a period of significant growth. A variety of growth challenges were presented. To deal with these I introduced several new processes to achieve successful delivery of projects to clients.

- Use of Rational Unified Process and iterative development/delivery during project implementations
- PMO established to co-ordinate resources and monitor budgets
- Creation of document library to support and improve consistency of implementations
- Creation and delivery of pre-sales demonstrations
- Sales Support, response to tenders, requests for information and proposals
- Management of projects from initiation through to Go-live and post go-live support
- Integration throughs the use of appropriate technologies

Project Manager/implementation Consultant   June 2006 - September 2010
numero

numéro provides customer contact centres with a complete and cost-effective solution for customer enquiry management, consistent response and automation.

- Responsible for managing and delivering the implementation of complex solutions into large corporate customers.
- Gathering of requirements and management of project from project initiation to Go-Live
- Installation, set and migrations
- Provided technical consultancy and specialised in integration
- mapping As-Is and To-Be processes;
- combining PRINCE 2 standards, Rational Unified Process, ITIL and elements of Six Sigma where appropriate to support the continued growth and improvement.

The Implementation role at numéro required a wide diversity of knowledge and the ability to learn and adapt quickly to make the implementation work successfully. This required a detail understanding of the problem and choice of the appropriate technology as the solution.

Analyst Programmer   January 2002 - June 2006
Working Time Solutions Ltd

As an Analyst Programmer developing and testing application. Member of the team that created WTS flag ship products WORK Scheduling and WORK Management. Extensively involved in implementing and supporting WTS software for all clients. Strengths were developed in project management and leadership. Leading into consultancy and business analysis on the best practice to re-engineer clients shift patterns and working practices.

Tester/developer (University Work Placement)   July 1999 - September 2000
Instem Life Science Systems,

Tester/Developer

Education

BSc Software Engineering 2:2   September 1997 - July 2001
University of Huddersfield