

Work Experience

2022 - date	CHIEF OPERATING OFFICER (COO) FT Custodiex London, UK Accomplishments: Involved in Sales, Commercial, Marketing, Technical and Operational bodies of work
2021 - 2021	CHIEF TECHNOLOGY OFFICER (CTO) FT My Community Finance London, UK Accomplishments: Big ticket Epics delivered in the Lending, Savings, Payments and Data area
2020 - 2020	TECHNOLOGY CONSULTANT TO THE CTO C Paysafe London, UK Accomplishments: 3-year technology roadmap for Target Operating Model transformation and LoB realignment
2018 - 2020	FINTECH / TECHNOLOGY ADVISOR FOR VENTURE CAPITALIST C NeueCapital Partners New York / London Accomplishments: Half a dozen FinTech's assessed (strategy & technology) for VC investment
2018 - 2018	PRINCIPAL ARCHITECT / LEAD SOLUTIONS ARCHITECT – DIGITAL C E.ON UK Nottingham, UK Accomplishments: Over sixty projects from feasibility & quoting to end-to-end architectural designs & delivery
2017 - 2018	CO-FOUNDER & CHIEF TECHNOLOGY OFFICER - FINTECH START-UP FT COGNI New York, US Accomplishments: Won place on Techstars and built Proof of Concept Bank for Gig Economy Customers
2016 - 2017	HEAD OF DEVOPS TRANSFORMATION - COMMERCIAL BANKING C HSBC London, UK Accomplishments: Driving Organisational Design and rewiring 2,300 global employees into PODS
2015 - 2016	HEAD OF BUSINESS MANAGEMENT AND ARCHITECTURE GOVERNANCE C HSBC Commercial Banking London, UK Accomplishments: Managing 65 architects globally and driving Governance & internet Operating Model
2014 - 2015	CHIEF ENTERPRISE ARCHITECT – CUSTOMER SERVICING & VALUE MGMT C HSBC Commercial Banking London, UK Accomplishments: Strategic roadmaps and projects in E2E Sales Process – CRM, Onboarding and KYC
2014 - 2014	LEAD SOLUTIONS ARCHITECT – CUSTOMER RELATIONSHIP MGMT C HSBC Commercial Banking London, UK Accomplishments: Staff facing digital innovation projects and CRM global deployment driving growth
2013 - 2014	SENIOR PAYMENTS SOLUTIONS ARCHITECT – GLOBAL AML C Lloyds Banking Group London, UK Accomplishments: Architecting best in class global anti-money laundering capability including CDD
2011 - 2013	SENIOR PAYMENTS SOLUTIONS ARCHITECT – PROJECT VERDE C Lloyds Banking Group London, UK Accomplishments: Delivering ten payments E2E architecture solutions for divested TSB

Hard Skills

PROFESSIONAL EXPERIENCE

Architecture	●●●●●●
Big Data & Machine Learning	●●●●●●
Cloud Technology	●●●●●●
Consultancy	●●●●●●
Design	●●●●●●
Development	●●●●●●
Entrepreneurial	●●●●●●
Exec Management	●●●●●●
FinTech	●●●●●●
HR Solutions	●●●●●●
Integration	●●●●●●
Internet	●●●●●●
Journalism	●●●●●●
Management	●●●●●●
Marketing	●●●●●●
Operations	●●●●●●
Regulatory	●●●●●●
Sales	●●●●●●
Security	●●●●●●
Transformation	●●●●●●

Soft Skills

PROFESSIONAL ATTRIBUTES

Adaptability	●●●●●●
Analysis & Problem-Solving	●●●●●●
Applied Creativity	●●●●●●
Building Trust	●●●●●●
Business Acumen	●●●●●●
Change Management	●●●●●●
Customer Orientation	●●●●●●
Decisiveness	●●●●●●
Developing others	●●●●●●
Influence	●●●●●●
Innovation	●●●●●●
Leadership	●●●●●●
Listening & Responding	●●●●●●
Motivation	●●●●●●
Organisational Awareness	●●●●●●
Personal Drive	●●●●●●
Relationship Building	●●●●●●
Strategic thinking	●●●●●●
Team Building	●●●●●●
Technological Awareness	●●●●●●
Visioning	●●●●●●
Working With Others	●●●●●●

Work Experience

2010 - 2011

PORTFOLIO LEAD SOLUTIONS ARCHITECT / STRATEGY MANAGER C BARCLAYCARD Northampton, UK

Accomplishments: Delivering key projects and five-year roadmap in Commercial Card Portfolio

2010 - 2010

MDM / BIG DATA SOLUTIONS ARCHITECT C Scottish Widows Edinburgh, Scotland

Accomplishments: Delivering integrated CDI platform for consolidating and cleansing data for single truth

2009 - 2010

BUSINESS TRANSFORMATION SOLUTIONS ARCHITECT C Scottish Widows Edinburgh, Scotland

Accomplishments: Innovative projects including Natural Language Interactive Voice Recognition solution

2009 - 2010

LEAD TRANSFORMATION ARCHITECT / PROJECT MANAGER C Capital One Nottingham, UK

Accomplishments: Accountability for transformational streamlining saves of \$24.7m from the bottom line

2008 - 2008

SENIOR SOLUTIONS ARCHITECT / PROJECT MANAGER C Capital One Nottingham, UK

Accomplishments: Delivering E2E strategy and architecture to outsource UK Call Centre to Philippines

2007 - 2007

LEAD NEXT GEN NETWORKS VOICE ARCHITECT / CONSULTANT C British Telecom Prof Services Singapore, Asia

Accomplishments: Delivery of tendered voice and NGN services offered by BT to third parties

2005 - 2007

21 CENTURY / NEXT GENERATION NETWORK ARCHITECT C British Telecom Wholesale Martlesham, UK

Accomplishments: Delivery of detailed design of voice and NGN services and components for 21C

2004 -

FOUNDER & CHIEF EXECUTIVE OFFICER FT Voipsters Ltd Leicester, UK

Accomplishments: Delivery of multi-tenanted Calling Card platform to deliver IP minutes to wholesale customers

2004 - 2004

HEAD OF VOICE OVER INTERNET PROTOCOL (VOIP) SERVICES FT Bulldog Broadband (C&W) London, UK

Accomplishments: Delivery of innovative architecture and product marketing for VOIP services over broadband

2003 - 2004

HEAD OF SALES, RURAL BROADBAND & VOIP SERVICES FT Pipemedia Ltd Leicester, UK

Accomplishments: Producing solution-based sales with complex value propositions incl. rural broadband market

2003 - 2003

PART-TIME LECTURER, ICT, COMPUTING AND NETWORKING C Leicester College Leicester, UK

Accomplishments: Inspired teens to go to get results to get into university – and one to go on to teach

2002 - 2003

CONSULTANT STRATEGIC MARKETING AND SALES C Vodafone Multimedia Newbury, UK

Accomplishments: Developed cutting edge multimedia applications and services for Vodafone LIVE 3G

Technology

ARCHITECTURE:

Zachman, TOGAF, DoDAF - MODAF & NAF and OMG – UDPM & UAF, Serverless (API & Microservices Design)

LANGUAGES:

C++; C Sharp; ASP Net; Java; JavaScript; Python, HTML, CSS, ASP.NET, XML

TECH STACKS:

MongoDB; Express.js; AngularJS; Node.js; Linux; Apache; MySQL; PHP;

APP CODING:

XCode; Objective-C; SwiftUI; Cordova; PhoneGap; Ionic;

CLOUD COVERAGE:

Amazon: EC2; S3; RDS; ElastiCache; EBS; Elastic Container Service, Batch, and Lambda Azure & Google Cloud; Migration and deployment in multi-cloud environments

DEVOPS:

SAFe, GitHub; Puppet, Jenkins, Maven; Chef; Docker; Terraform; Ansible, Jira, Confluence, Splunk;

CRM:

Salesforce; MS Dynamics; HubSpot

SECURITY:

Cloud Security, DarkTrace,

DATABASES:

SQL Server, Oracle, Sybase IQ

ETL TOOLS:

SSIS, Boomi, Informatica, Talend

MACHINE LEARNING:

R, Python

Work Experience

2001 - 2002	MANAGING DIRECTOR & VICE PRESIDENT SALES, EMEA FT Fine Point Technologies Leicester, UK Accomplishments: Exceeded goal of set up Euro Office within year's remit & established Fine Point in Europe
1998 - 2000	VICE PRESIDENT, HOSTED SOLUTIONS, EMEA FT Nortel Networks Maidenhead, UK Accomplishments: Ran a 160-man team in 4 locations driving \$250m of cross sell revenue
1998 - 1998	DIRECTOR OF STRATEGIC MARKETING, EMEA FT FirstMark Communications London, UK Accomplishments: Definition of implementation of several products incl. Storage Services and IP VPNs
1998 - 2000	SENIOR INTERNET BUSINESS SOLUTION MANAGER FT Nortel Networks Maidenhead, UK Accomplishments: Launched 1Mb Modem – 1 st ever DSL technology in Europe on twisted copper pair
1997 - 1998	WEB TECHNOLOGY MANAGER, GLOBAL INTERNET SOLUTIONS FT Nortel Networks New Southgate, UK Accomplishments: Ran team which implemented 75 web projects in 11 months with 15-man team (\$2.1m)
1996 - 1997	INTERNET STRATEGY MANAGER / DEVELOPER / DESIGNER / ANALYST FT Leicester Mercury Services Leicester, UK Accomplishments: First Newspaper online before print – First European Gateway – Fish4 website
1991 - 1996	DEPUTY SUPERVISOR APPLE MAC EDITORIAL DESIGN / SUB-EDITOR FT Leicester Mercury Newspaper Leicester, UK Accomplishments: Wrote headline: WE'RE AT WAR at start of Falklands Conflict. Games Editor (8 years)
1991 - 1991	SUPPLEMENT SUB-EDITOR & MAGAZINE DESIGN / LAYOUT ARTIST FT CAD User Magazine Beckenham, UK Accomplishments: Designed / wrote supplement for conference leading to subeditor role on tech mag
1990 - 1991	JUNIOR FOREIGN EXCHANGE DEALER – CABLE FT Banco Di Roma London, UK Accomplishments: Corporate trading in futures FX (mainly Cable – Dollar Sterling) using arbitrage
1989 - 1989	FREELANCE JOURNALIST AND DESIGN LAYOUT ARTIST C Time Out Publications London, UK Accomplishments: Wrote sections in Time Out Guide to London and Filofax guides to New York and others
Pre 1989	OTHER PART-TIME WORK EXPERIENCES Roles included: Camp Counsellor, Freelance Programmer, Tutor, Playscheme Leader, Goods Receiver, Frozen Food Packer, Library Assistant, Potato Peeler and Cocktail Barman

Education

EXEC MASTERS IN BUSINESS ADMINISTRATION (MBA2) De Montfort University Leicester, UK	2002 - 2003
EXEC MASTERS IN BUSINESS ADMINISTRATION (MBA1) Nottingham Business School Nottingham, UK	2001 - 2002
B.SC. COMPUTER SCIENCE City University (Incomplete) London, UK	1987 - 1989
A-LEVELS (PURE MATHS, COMPUTER SCIENCE & ECONOMICS) QE I Sixth Form College Leicester, UK	1985 – 1987
O-LEVELS (ASSORTED) Rushey Mead Secondary School Leicester, UK	1980 - 1985

Languages

German
Gujarati
Hindi



Speaking Events

IP 06 (London) Building Your Own Brand of VoIP 17 - 18 Oct 2006
BICSI Winter Conference (Florida) Fibre Optic Trends in the Local Area Network 13 – 16 Jan 2003
xDSL Summit (Nice) Reducing the Costs of Deployment For xDSL 1 - 4 Jul 2002
xDSL Summit (Nice) Chairman: Video Over DSL 1 - 4 Jul 2002
xDSL Summit (Nice) Making Money from Video Over DSL Services 1 - 4 Jul 2002
MforMobile 2001 (Stockholm) Roaming & VPNs – ensuring services are available globally 22 - 23 Nov 2001
Managed Solutions (London) Utilising Partnerships to generate revenue from CDN's 7 Jun 2001

Referees

2021 - date	TOBIAS GRUBER My Community Finance CEO
2008 - 2020	ADRIAN HAUSSER PAY-X CEO
2020 - 2020	SUJIT UNNI Paysafe CTO
2017 - 2020	CHRISTIAN JANSON-EUTERNECK Neue Capital Partners Founder
2018 - 2018	MATTHEW CRUTCHLEY E.ON Digital Digital Technical Manager
2017 - 2018	PIERRE F. SUHRCKE COGNI Chairman and Lead Advisor
2014 - 2017	ROY RICHARDSON HSBC Commercial Banking Global Head of Architecture, Commercial Banking
2011 - 2014	SANDRA CACKETT Lloyds Banking Group Lead Solutions Architect, Payments Division
2010 - 2011	ROBERT STEEL Barclaycard Lead Technology Partner
2010 - 2014	RAJ MODHA Barclays Group Former Agile Programme Manager, Global Payments
2009 - 2010	STEPHEN NEWBERRY Scottish Widows Senior Programme Manager
2008 - 2009	JONATHAN SILVESTER Capital One Head of Architecture, EMEA
2005 - 2007	PASQUALE GENCO British Telecom Senior IT Manager
2001 - 2002	LARRY POSNER Fine Point Technologies Former SVP Global Sales
1998 - 2001	CHRIS TOLMIE Nortel Networks Director of Marketing, EMEA
1997 - 1998	TONY SCOTT Nortel Networks Director of IT
1991 - 1997	MARK CLAYTON Leicester Mercury Newspapers Chief Features Editor

Speaking Events

ASP Summit 2001 (Rome)

Panel Session: ASP Service Integration
6 - 8 Mar 2001

ASP Summit 2001 (Rome)

Chairman for morning session (7th March)
6 - 8 Mar 2001

Colo & Hosting Summit (Rome)

Utilising Storage Area Networks
5 Mar 2001

IP Global Summit 2001 (London)

NextGen architecture: Delivering IP services
26 - 28 Feb 2001

GSM Congress (Cannes)

Stream: 20 - 23 Feb 2001
Content: ASP in a Wireless World

Swedish ASP Summit (Stockholm)

What is the future ASP business model?
25 - 26 Jan 2001

Systems 2000 (Munich)

Web Design and Hosting in Telecoms
6 - 10 Nov 2000

IP Global Summit 2000 (Rome)

Tariffing strategy in line with ASP value chain
22 - 23 May 2000

Tel eCommerce 2000 (Geneva)

How Telco's take get full potential Of eBusiness
10 - 13 Apr 2000

Inform 2000 (Las Vegas)

E-Business Applications for the ASP of Future
3-7 Apr 2000

ISP 2000 (Amsterdam)

Simple hosting to full App enabled services
14-16 Mar 2000

CeBit 2000 (Hanover)

grASping the ASP market
24 Feb 2000

ISPCON 2000 (London)

Workshop: Opportunities in Application Services
15 - 17 Feb 2000

ASP @ The Net (London)

ASP 'Food Chain' & App Hosting Environments
22 - 23 Nov 1999

ASP 99 (London)

Understand network enablers ASP implications
30 Sept 1999

ASP Summit 2000 (London)

Workshop: 'Hosting End-to End Integrated Solutions'
27 - 31 Mar 1999