



Career Summary

I am an experienced product owner with a range of varied work experience across the public and private sectors. I can bring an entrepreneurial insight to products by drawing upon my experience running my own business and time spent working at an EdTech start up, TeachPitch.

I am used to working in organisations with varied agile maturity and can adapt to working in any environment. I led the delivery of a project at the MoD which impacted the whole of the UK defence industry and represented the UK by sharing my product knowledge at an international cyber security working group.

I am currently a delivery manager for 7 teams in the Home Office Data Analytics Centre, leading over 40 staff and overseeing products with a combined budget of £20 million per year.

Technical Knowledge

HTML/CSS

Data Analytics

API's

Cyber Security Controls

Web Apps

SaaS

PaaS

Trello/JIRA

Skills and Experience

What drives me about being a product owner is understanding user needs. I always ensure that user research should be conducted by validating product hypotheses.

I have a wide range of product management experience including managing co-located teams, remote developers and external suppliers.

I have hands on experience using common product management techniques such as Value Proposition Canvas, Roadmapping, Hypothesis Testing, Story Mapping, Impact Mapping and drawing up user stories using INVEST principles.

I have worked as a Business Analyst, Delivery Manager and User Researcher. I can confidently support my teams in drawing up user requirements, understanding the product backlog, drawing up UX designs and conducting User Research.

I have worked with many senior stakeholders in my career from the CEO of the Civil Service, the Director of IT Delivery at HMRC and Richard Branson.

Soft Skills

User Testing

Public Speaking

Commercial Contracting

Supply Chain Management

UK GOV - Digital Design Standards

Roadmapping

Line Management

Key Achievements

Finalist at RAHM - A Global LGBT Leadership Competition hosted by Google.

Represented the UK at an international working group on Cyber Security.

Started a business at the age of 16 with funding from Richard Branson.

Worked with CEO of Civil Service to improve apprenticeships across Government.

Raised £25,000+ for Liverpool Pride charity by leading on sales of market stalls.

Spent 2 years in the Royal Navy Reserves training to be an Officer.

Youngest ever successful applicant on the Civil Service Fast Stream at age of 19.

Set up the first independent student union at a FE college in the North West and was elected as inaugural President.

Work Experience

Delivery Manager
Home Office
October 2017 to
Present

I am the delivery manager for the Data Analytics Competency Centre (DACC). I lead 7 teams covering over 40 staff and an annual spend of over £20 million. I lead each team's daily stand up and their scrum ceremonies. I am responsible for the dependency and risk/issue management across the DACC. I work with the product owners to produce product roadmaps and identify inter-product dependencies. I lead in the organisation of the Home Office wide product and delivery management community. I also up skill staff within our work area on agile ways of working by delivering presentations and workshops.

Senior Product
Owner
TeachPitch
April 2017 to October
2017

I was responsible for directing all development across three platforms within the organisation. I managed two other product owners who led on specific areas and a development team based outside of the UK. I reported directly to the CEO and worked with him to articulate his vision and product direction into an effective road-map.

I prioritised and articulated tasks based upon user needs and customer priorities. In this role I implemented automated user research tools and detailed analytics tools to further improve our agile ways of working.

Product Manager
Ministry of Defence
Sept 2016 to April
2017

I managed the implementation of a £1 million defence project to secure the defence supply chain from cyber security threats. This project was the first MOD project to be hosted on GOV.UK and was developed in line with GDS Digital Design Standards (DDS). As an exemplar Agile project I have worked with the central Digital team to shape Agile product delivery within MOD.

I was the main liaison with our external supplier. I was able to effectively challenge our supplier to change the way they worked to ensure that the MOD met the DDS requirements. After taking the lead on this project, the project was delivered within 6 months after being delayed by two years.

Agile Coach and
Private Secretary
HMRC
April 2016 to Oct
2016

My role was to organise and manage the Private Office to the director of IT Delivery and to contribute to projects that improved the efficiency of the directorate. I was responsible for the organisation of the director's diary, updating the IT Delivery Intranet and increasing the Agile awareness within the directorate.

Within ITD the level of Agile understanding varied between Project Managers. As HMRC were moving to a new Target Operating Model where a lot of new projects will be developed by in house Agile teams there was a need to increase the technical knowledge of our PM's. I delivered Agile training sessions across the directorate to over 100 staff.

User Researcher/
Business Analyst
DWP
Sept 2015 to April
2016

Worked on a project team to assess the viability of a replacement of the Universal Jobmatch service in line with GDS standards.

Led on diverse focus groups, ranging from benefit claimants to delivery professionals using a variety of techniques including brainstorming, affinity sorting and persona identification. I was the key contact for establishing legislative, including GDPR, and policy requirements around the provision of a public employment service.

Previous Work Experience

2013 - 2015: Team Leader at HMRC
2012 - 2014: Manager at Liverpool Pride
2012 - 2013: Owner of Cake Booth

Professional Development

Presenting Confidently @ KPMG
Impact in Meetings @ RADA for Business
Storytelling for Business @ RADA for Business
Digital Academy @ Government Digital Service

Education

Association of Project Management | Project Management Certification - Level D
Capita | Level 4 Diploma in Business Administration
City of Liverpool College | A-Levels: Biology, Chemistry, Maths, Physics

References and further information available on request.