

CURRICULUM VITAE

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PERSONAL DETAILS

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PERSONAL PROFILE

I have successfully advanced from Mainframe Programmer to Analyst Programmer and on to Technical and Project Manager. I have a track record of projects delivered and implemented on schedule, within budget and to very high levels of quality and customer satisfaction. I am an enthusiastic, self-motivated, versatile and committed IT Professional. I have strong analytical skills, coupled with proven problem solving ability and a determination to meet all challenges posed to me. I am a team player with people and leadership skills, have the ability to matrix manage, work under pressure to tight and critical deadlines and can effectively communicate at all levels. Given my detailed Technical, Internet & eCommerce, Accessibility & DDA (Disability Discrimination Act) skills, good understanding of business process, project management and lifecycle experience, I have a great deal to offer in any IT and Business environment. My desire is to join a fast paced forward thinking innovative organisation in a project management role where I can maximise my skills, experience and positive attitude.

SKILLS SUMMARY

Project management skills including full development life cycle, PRINCE 2, decision making, leadership, good communication with management and technical people, matrix management, planning, implementation, risk & issue management, team working, client relationships, initiative, quality focus. Good knowledge of Microsoft products including Word, Excel, MS Project, Visio and Internet technologies including HTML, JavaScript, CSS. Managed projects across range of platforms and software including Windows/NT, IIS, Websphere, Oracle, SQL, COBOL DB2, ASP, HTML, CMS (Content Management Systems) C++, VB, Linux, Perl, Postgress.

PROFESSIONAL EXPERIENCE

12/2007 – 06/2008 Charity Sector Projects

- **British Retinitis Pigmentosa Society** - Project Managing the tender, selection, design, development, training and implementation of a new website using a 3rd Party and a Content Management System.
- **Achi Ezer Fund** – Development of a website and assisting with fundraising.

08/2007 – 12/2007 Travelling

08/2006 – 07/2007 Lloyds-TSB Group – Senior Project Manager

Accessibility Assessments of all Legacy Applications and Websites to determine compliance with the Disability Discrimination Act (DDA). This was a diverse and complex role covering areas such as:

- Project Management including all planning, budget, risks & issues, reporting via weekly dashboard
- Management of Project Team, multiple 3rd Parties and the LTSB Accessibility Test Team
- Gap Analysis of LTSB Group wide Legacy Applications & Websites
- Working closely with IT Accessibility Centre of Excellence to determine DDA Assessment Criteria
- Defining & delivering of DDA & Accessibility Training Days and delivering of Accessibility Awareness Training on High Performance Manager Programme
- Key Member of Accessibility Working Group and Reasonable Adjustment Process Team
- Member of team running high profile “Put Your Mouse Away Day”
- Advisor and Point of Reference on IT Accessibility Issues across the LTSB Group

02/2006 – 07/2006 Working as a Project Manager and IT Consultant for a number of Internet start-up’s on an interim basis to ensure a robust IT strategy is put in place.

02/2005 – 01/2006 Porto Dobela Development Scheme – Project Manager

Porto Dobela Development Scheme was proposing the development of a Multi-Product Deep-Water Port located in the South of Mozambique. In addition, a separate development of a leisure area comprising of a game reserve, eco-friendly hotel and luxury residential area was being planned. This challenging project has given me the opportunity to use my project management skills in a new environment. My responsibilities included:

- Project managing this large scale tender and selection process
- Project planning and reporting progress to senior management, risks and issues management, Business and 3rd Party liaison, remotely managing a team of 5 to 7 people in various geographical locations and providing IT and Technical support for London based representatives of African group

04/2004 – 10/2004 Royal Bank of Scotland Group - Project Manager

Website Accessibility as per the Disability Discrimination Act (DDA) - RBS Group needed to ensure

website compliance with the DDA by October 2004. This role was divided into two areas:

1. Setting up a specialist DDA team and area. This involved:

- Understanding requirements of the World Wide Web Consortium (W3C) Accessibility Guidelines
 - Act as a Group Technology advisor to any DDA related projects within the Group which included attending their management meetings to ensure management buy-in
 - Ensuring Royal National Institute for the Blind (RNIB) "See it Right" Guidelines were adhered to
 - Setting up of a Disability Discrimination Act Lab and website DDA compliance review process
 - Carried out reviews of major RBS Group websites for DDA compliance including NatWest Stockbrokers, Ulster Bank, Mint Card
 - Facilitating technical and business training and demonstrations of JAWS screen reader
2. Managing a project to ensure all RBS Group online application forms which link to mainframe & 3rd Party platforms were DDA compliant (RBS, NatWest, Directline, Tesco Personal Finance, Streamline):
- Project Management following PRINCE 2 / Know The Ropes methodology
 - Matrix-managing teams up to 16 people located across London, Edinburgh and across RBS business
 - Regularly meeting with Business owners to review DDA requirements as well as to incorporate unrelated Business functionality change requests into the project
 - Project planning, risk management and controlling budgets in excess of £670k
 - Highly complex project requiring 5 separate implementations to achieve DDA compliance of online application forms within the imposed deadline. This project was delivered on time & within budget.

- 07/2002 – 03/2004** **Blue Square IT Solutions - IT & Internet Project Manager & Consultant, www.bluesquareit.com**
Working as a Project Manager and Consultant for a variety of clients including:
- **Nelson Mandela Children's Fund** - Consulted on the development of an online capacity and aptitude testing system for disadvantaged young adults in Third World Countries
 - **The British Retinitis Pigmentosa Society** – Member of the National Management Committee and Charity Technical Advisor. Designed, developed and maintain charity's website on voluntary basis.
 - **Speck Delicatessen Group** - Project Manager for implementation of a group-wide EPOS System. Designed and developed the groups websites.
 - **Rotisserie Restaurants & Deli Group** – Project managed website, database, customer relationship & loyalty scheme and market research system. Project facilitation for Delisserie deli launch.
 - **The Stellar Group** - Provide ongoing project management and consultancy services for the group.
 - Ongoing project management, consulting and development for a number of clients.

- 01/2001 – 06/2002** **Cybercityguides.com – Project Manager & Technical Solutions – Technical Director**
I was asked to join Cybercityguides, a Worldwide travel website as Technical Director responsible for:
- Project Management of website & backend database design, development, enhancements & implementation by offshore team of developers using Linux, Perl, Postgress, JavaScript & HTML
 - Overseeing QA and Testing to ensure all development adheres to the highest levels of quality
 - Research and implementation of Internet Marketing & Linking Strategies
 - Overall responsibility for providing Management Information Reporting as well as designing of an automated customer enquiries and bookings tracking database to provide detailed MIS
 - Product and Third Party Vendor selection for software, hardware and hosting solutions
 - Writing of Automated Installation Software along with User guides and training material
 - Management of travel agents based in over 30 countries worldwide

- 07/2000 – 12/2000** **Training and Sabbatical** - Having successfully launched NatWest OnLine Banking Systems and being closely involved with the Technical Architects I took a 6 month sabbatical to broaden my technical knowledge and involvement in Internet technologies. I have achieved this via self-study and Internet consulting concentrating on web technologies (HTML, JavaScript, Perl) and development and project management methodologies (PRINCE 2, AGILE, SCRUM). During this time I also achieved one of my personal goals of travelling across the USA and Canada to experience the mighty Alaskan glaciers. View my exciting adventures at www.jmabro.co.uk in the Travels section

- 03/1996 – 06/2000** **Royal Bank of Scotland Group (RBS, NatWest & MSS) - Project Manager**
NatWest Retail Information Systems (RIS)
eCommerce - NatWest OnLine Banking (NWOLB) - Project Manager
Responsible for the management of the migration and implementation of NatWest OnLine Banking, NWOLB system to a new environment and launching it onto the Internet. Project Management followed PRINCE II and SDP methodologies. My responsibilities included:
- Matrix-managing teams of up to 25 people made up of RIS staff and multiple 3rd Party vendors
 - Ongoing business requirements and enhancements to the system including credit card customers
 - Risk management along with planning and controlling budgets in excess of £2.6 million
 - Ensuring all mainframe interfaces were implemented with dependencies communicated to relevant areas

- Group Technology representative for the Senior Business Management Team
 - Matrix-management of the Technical Architects Team
 - Development of an eCommerce training strategy as part of team competencies development
- Phase I of the migration project required both technical and operational pilots and was successfully launched to the public on the Internet within the agreed timescales and budget. The next phases of the migration and ongoing enhancements to NWOLB required a great deal of flexibility in planning and man management due to the constantly changing nature of the Internet and Business requirements

ISA and +3 Products Project - Project Manager

The Project was initiated due to the Government replacing PEPs and TESSAs with the Individual Savings Accounts, ISAs. In addition, a project for three extra products, Business Deposits Direct, Savings Direct and Young Saver, was included to meet the Business requirements. The project was characterised and complicated by an immovable end date, the need to meet legal requirements and the slow release of product requirements by the Inland Revenue for the ISA Products.

As Project Manager my responsibilities included:

- All aspects of Project, Risk, Quality, Change and Implementation Management using PRINCE II incorporating NatWest's Project Lifecycle System Development Process (SDP) and PMW Planning
- Flexible Project Management following an iterative and enterprising approach to this development
- Matrix-managing and motivating a team of 25 people with a budget of in excess of £1.68 million
- IT representative for the key senior Business Management Team and Product Owners
- Ensuring that the exceptionally tight Government implementation deadlines were met

The ISA and +3 Products were delivered via three implementations, all three were on time and within the agreed budget. The project was nominated for and received a **NatWest Achievers Award**

MSS International - Project Manager - MSS specialises in system conversions, migrations & implementations. Involved in various migration projects:

MSS - Lombard Motor Finance - Migration of Mainframe Systems

- **Project Manager** - Proof of Concept to determine if migration from Amdahl to UNIX & Oracle was viable. Project followed full project life cycle using MS Project and was completed on time. Managed team of 5 people including external consultants. Reviewed Hogan database, designed Oracle & Cobol replacement, ran batch simulation on Unix. Wrote final Proof of Concept reports
- **Technical Analyst** - migration from the Amdahl Mainframe to IBM Mainframe. Participated in the Data Redundancy Analysis, wrote a data redundancy analysis code generator using Unix and Cobol

MSS - National Australia Group, Yorkshire Bank - Migration of system from Unisys, Linc and Cobol to Unix, Oracle and C - Project Manager

- Project Manager including customer liaison, team member & resource management, problem solving, project planning, implementation and warranty period post implementation support

MSS - Clerical Medical Investment Group - Feasibility study of migrating Linc "spaghetti" system to modular Object Orientated Linc systems - Project Manager

- Project Manager of a team of up to five people including external contractors. Responsible for customer liaison on progress and feasibility and reporting on the findings of the study

09/1992 - 12/1995

Nedcor IT Division - Johannesburg, South Africa - Technical Project Manager Customer Loyalty Programmes - American Express Membership Rewards & Nedbank - South African Airways Voyager Frequent Flyer Rewards

- Project Management for Nedcor at the 3rd Party outsourced software company's premises
- Internal and external business and IT liaison including business and system analysis and design
- Oracle Database design and creation and wrote MIS using Visual Basic, SQL, Unix Scripts
- Responsible for daily systems operational procedures & on-site training of 15 users
- A very successful implementation and launch

NedFleet Fleet Management Systems

- **Technical Team Leader** - responsible for User Requests, technical specifications, delegating work or taking it through to completion, quality assurance, version control and implementation
- **System Administrator** - responsible for the performance and maintenance of all computer systems
- Successfully converted the entire NedFleet system from DEC VAX to DEC Alpha AXP with Open-VMS. This project followed a full project life cycle. I received awards from Nedcor and Olivetti for the project success

01/1991 - 07/1991

MSS International, Contract Analyst Programmer - Migration of a Swedish Banking System - Converting a Swedish Banking System from Burroughs COBOL 68 and 74 to WYSE MicroFocus COBOL via Unix MicroFocus Cobol. Unit and System testing of Swedish company's data

05/1990 - 09/1990

SSI Schaefer Manufacturing, Contract Technical IT Manager - Managed hardware, software and personnel for Stock Control and Financial Management systems

- 05/1989 – 04/1990 Q-Data Consulting - Cape Town, South Africa - Consultant & Analyst Programmer**
- **Nationale Pers Press Group** - Stationery Stock Control and Accounts Receivable Systems
 - **Old Mutual Insurance Group** - Developed New Business system to maintain client details
- 05/1987 - 05/1989 Checkers - Johannesburg, South Africa - Retail Stock Control Analyst Programmer**
- 01/1985 - 12/1986 South African National Defence Force**

PROFESSIONAL TRAINING

- 2006 Lloyds-TSB Project Management and use of Business Engine (BEN) Project Management Tools
- 2004 Royal Bank of Scotland “Know The Ropes” Project Management
- 2000 - 2001 NETg CBT and other Self Study Courses in HTML, JavaScript & Java
- 1999 Managing Third Parties
- 1998 Managing Projects using PRINCE II, SDP & CPM and Project Managers Workbench (PMW)
- 1998 HTML
- 1997 Unix Introduction and User courses
- 1995 General Project Management
- 1993 - 1994 Various VMS, Open-VMS & DEC, Informix User and SQL courses
- 1989 Various COBOL, MVS and ICL courses, IDEAL DATACOM Programming

EDUCATION

- 1988 Computer Users Council of South Africa Structured COBOL Programming, **Passed with Distinction**
- 1986 - 1988 Various COBOL and related Programming courses
- 1984 University of Natal, South Africa - Completed first year of BComm Computer Science
- 1983 Matriculation Certificate (Equivalent to A levels), Eshowe High School, South Africa
Chairman of School Business Studies Group

HOBBIES, INTERESTS, SOCIETIES AND CLUBS

- Scuba Diving, Cycling, Swimming, Hiking, Travel, Photography, Theatre, Books, Ballroom and Latin American Dancing

REFERENCES AVAILABLE UPON REQUEST
