

Personal Details

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Date & Place of Birth: 25th May 1970 Auckland, New Zealand (Nationality)
Location preference: Auckland, Sydney, Brisbane, San Francisco / Bay Area

Preferred Roles

Product Development Manager, Project Manager, Project Lead, Agile Coach

Areas of Interest

Product development, software implementations and new business opportunities where both vision and a variety of skills are required to deliver.

Education

1988 – 1993 University of Auckland, New Zealand
Bachelor of Commerce, Management Science & Information Systems
Incomplete Bachelor of Science, Computer Science (major complete - 3 papers still required)

Career Summary

Since late 2008, I have been working on various iPhone / iPod Touch applications, Google Apps deployments, website optimisation and email marketing projects.

In late 2006, I joined Lovejuice to assist the founders in technology development and systems for their start up business delivering raw vegetable juice health products on subscription to homes and businesses in Auckland, New Zealand and Boulder, Colorado. In April 2008, the company was rebranded by a new investor and the original founders are no longer associated with the company. [an interesting lesson in choosing the right investor]

In early 2005, I joined the Simpl Group to implement a product development approach and manage the release of WebCCA 2.3, a contact centre operational reporting product. From August 2005, I project managed Java development for the [Which?](#) OneSite web applications. Which? is the largest consumer body in the UK.

In 2004, I joined SymComm Limited to manage technology projects in support of SymComm's MiniMBA and Business Value Academy. Projects included Criterion strategy & business planning, SimsBuilder (a platform for building business simulations), deployment of the Mike's Bikes Advanced business simulation software and back room facilitation of MiniMBA courses.

In 2001, I joined Mathias Client Management Software (MCMS) to create a New Zealand based product development group. Initially I worked in London with the UK organisation on existing Deutsche Bank CRM implementations and returned in September 2001 to establish the Mathias Technologies Auckland office. During the remainder of 2001, I managed the creation of a product development team founded on Agile methodologies which productised the existing bespoke 2-tier Java implementations into ClientFirst 1.0, a web based CRM system. During 2002, I managed the transition to an n-tier J2EE / EJB architecture including new product functionality for the 1.5, 2.0 and 2.1.x product releases, used by implementers and customers in UK, Spain and USA. The ClientFirst 2.1.1 release is deployed at one of the largest banks in the world with project revenues in excess of 5 million pounds.

In 1999, I joined the Intel Dialogic Division to manage a \$US20m+ project to deliver a Software PBX CT Server based on Windows 2000 and CT Media Server. The initial phases of the project involved working closely with the Networking and Telephony groups at Microsoft Corporation in Redmond. In 2000, I managed the transition of the project back to Intel, creating system integration / test teams and delivering key areas of the web based Administration GUI for the [Intel Converged Communication Platform](#).

Prior to Intel, I co-founded in 1993 a software development company, Strategic Business Innovations Limited (SBI), which focused on implementing innovative business solutions based upon emerging mobile computing and wireless communications technologies. As part of SBI, I worked with a number of Fortune 500 companies in New Zealand, Australia and the United States, including Apple, Nokia, Vodafone and BellSouth.

Career History

Listed in reverse
chronological order

August 2008 - Current

Gravitini

Auckland, New Zealand

Projects

iPhone / iPod Touch Applications

- George FM radio streaming application
- Auckland Traffic application (in collaboration with NZTA)
- V Radio prototype

Other Projects

- Google Apps deployments
- Websites, search engine optimisation, email marketing (AMP, Spikemail, etc)

November 2006 – July 2008

Lovejuice

Auckland, New Zealand

Project Consultant (Startup Business)

Responsibilities:

- Internal systems for management of client subscriptions, client activity, billing, credit card processing, ordering, production, pick / pack, delivery, containers, bar coding, timesheets and management reporting
- Website development and artwork production
- Technology support

Key Achievements:

- Conversion of manual historical systems and data to an integrated database
- Supported numerous aspects of the business ranging from customer care to production

Apr 2005 – August 2006

Simpl Group Limited

Auckland, New Zealand

Product Development Consultant and Project Lead

Responsibilities:

- Product development approach for WebCCA
- WebCCA 2.3 releases
- Which? OneSite java web application projects
- Which? OneSite requirements documentation
- Project management / agile coach

Key Achievements:

- Introduced a product development approach based on Agile methodologies
- Introduced new tools to support Agile product development
- Delivered the Which? OneSite Standard Product Picker and Good Food Guide applications

July 2006, Aug / Dec 2007

Fujitsu

Auckland, New Zealand

Development Consultant

- Short term contracts to assess the development capability and associated risks of government departments and their suppliers
- Evaluation of Microsoft Team Foundation Server implementation

Feb 2004 – October 2006

SymComm Limited

Auckland, New Zealand

Development & Technology Manager

Responsibilities:

- Project management and project review
- Software development process / agile coach and acceptance testing
- Course delivery

Key Achievements:

- Introduced new tools and process improvements based on Agile methodologies
- Delivered alpha releases of the SimsBuilder product
- Delivered MiniMBA courses and the Microsoft +HP Business Value Academy
- Introduced product life cycle & product line planning concepts to the Criterion strategy & business planning process

Career History Continued

May 2001 – Aug 2001

MCMS (UK) Limited

London, United Kingdom

Sep 2001 – Jun 2003

Mathias Technologies (MCMS)

Auckland, New Zealand

Product Development Manager (May 2001 – June 2003)

Operations Manager (May 2002 – September 2002) – Dual role due to departure of CEO

Responsibilities:

- Product & project management
- Budgeting & operations
- Staff recruitment & staff development
- Software development
- System integration & system test
- Performance and scalability testing
- Technical publications
- Agile coach

Key Achievements:

- Established and managed a 15+ person product development team founded on Agile methodologies
- Established strong relationships with partners and suppliers
- Successfully productised existing bespoke implementations
- Transitioned the architecture from 2-tier to n-tier J2EE / EJB
- Delivered demos & proposal content for PwC, RBS, BofA, BONY, Lehmann Brothers, HSBC
- Created key product and project documentation including requirements, budgets, schedules, project plans, product documentation, presentations, web sites, etc
- Managed change in a fluid environment
- Introduced new tools and process improvements based on Agile methodologies
- Implemented source control, defect tracking, automated build and automated testing
- Established development, integration, test and technical publication teams
- Delivered alpha, beta and production quality releases of ClientFirst 1.x and 2.x

June 1999 – May 2001

Intel Corporation

Auckland, New Zealand

Product Development Manager, [Intel Converged Communication Platform](#)

Responsibilities:

- Project management
- Budgeting
- Staff recruitment & staff development
- Software development
- System integration & system test

Key Achievements:

- Established strong relationships with Microsoft Corporation
- Created key project documentation including budgets, schedules, implementation plans, requirements, presentations, web sites, etc
- Managed change in a fluid environment
- Introduced new tools and sponsored process improvements
- Established Development, System Integration and Test teams
- Delivered alpha, early adopter and beta releases

**Director, Business Development and
Director, Development**

Responsibilities:

- Business development
- Sales & marketing
- Account management
- Contract management
- Project management
- Business analysis
- Financial management
- Software development
- Software quality assurance

Key Achievements:

- Co-founding of a new organisation growing to 10 staff
- Establishment and maintenance of key industry partnerships
- Presentation of seminars at industry conferences
- Marketing of SBI products and services at industry exhibitions
- Adoption and modification of appropriate software development methodologies to manage and control SBI's projects
- Management of software projects from the construction of the business case through to deployment and ongoing support
- Implementation of industry reference projects in New Zealand and overseas

1998/1999 Projects

Handheld Communications (HHC) Server

Architected and developed a Windows NT based C++ client-server-service middleware product for low bandwidth high latency wireline and wireless communications providing a Visual Basic custom service framework based on ActiveX and TCP/IP communications.

Total Mobility Offline Payment System, Keycorp (NZ) Limited

Developed and implemented an upgrade to the Visual Basic smart card Offline Payment System, Upload Server and Batch Collector.

Defence Industrial Site Programme (DISP) Survey System

Australian Department of Defence

Designed and implemented a survey system comprising Newton and Windows CE based applications and a Visual Basic desktop communications application (using the HHC server) connecting to corporate databases.

Placemakers Handheld Order Application, Fletcher Building

Analysed, designed and implemented a Windows CE based fax order system for account holders and direct sales team.

Bin Tracking System, Astron Plastics

Designed, implemented and deployed a bin tracking and management system comprising handheld clients with wireless communications via GSM Short Message Service connecting to a central server, database and Visual Basic desktop applications.

Milk Vendors Sales Force Automation System

Analysed, designed, implemented and deployed a Newton and Windows CE based sale force automation application with a Visual Basic desktop communications application integrated with EasyVend.

Community Healthcare Pilot, Health Information Initiative

Analysed, designed and implemented a Newton based point of care pilot application for community nursing with desktop and wireless GSM communications (using the HHC server) connecting to a central SQL Server database and Visual Basic applications.

Career History Continued

Jan 1997 – Dec 1997

SBI Australia

Sydney, Australia

Project Lead

NSW Parliament Video Titling System

Analysed, architected, implemented and deployed a system to interactively control video editing equipment and LED signs using Newton handheld clients in the Legislative Assembly chamber communicating via wireless ethernet to Visual Basic applications, SQL Server and Lotus Notes databases.

Project Consultant

South Australia Police

Assisted the SA Police special projects team on integrating handheld computers with the police private data communications network.

Project Lead

Channel 7 Television

Designed and implemented a Newton based timesheet application with a Visual Basic desktop communications application.

Jul 1995 – Jan 1997

ceMis Pty Ltd

Brisbane, Australia

From July 1995 to January 1997, in my role as Director of Development, I worked with SBI's strategic partner ceMis (Centre of Excellence in Mobile Computing), a subsidiary of Apple Computer Inc.

Project Lead / Program Manager

RadioMail Client for Newton 2.0 – *see below*

Wayfarer Enterprise Server – Windows NT based middleware server for handhelds

Food and Beverage System (FABS) – handheld restaurant system with electronic till integration using wireless ethernet

Volume Plus – handheld fuel pump inspection system

Royal District Nursing Service (RDNS) – *handheld community health care system*

NSW TAB - handheld personal betting system

GSM Utilities for Newton 2.0 – handheld mobile phone integration

Aug 1996 – Jan 1997

San Mateo, CA, USA

Project Lead

Based at Apple Computer Inc. and RadioMail Corporation.

RadioMail Client for Newton 2.0

Architected, developed and productised a handheld client providing wireless email, fax, paging, search and text based web access using DataTAC, Mobitex, GSM and dialup communications.

Based at RadioMail Corporation.

Jan 1996 – Feb 1996

Cupertino, CA, USA

Project Lead

RPM Native Tool

Completed debugging and testing of C++ Radio Packet Modem Native Communications and PM100D PCMCIA device drivers by consulting with Apple software engineers.

June 1995

Apple New Zealand

Auckland, New Zealand

Consulting Trainer

Designed and delivered a 5-day training course on Newton development, wireless communications and enterprise connectivity.

Career History Continued

1995 – 1996 PDA Industry Association San Francisco, CA, USA

Charter Board Member

Mar 1995 – May 1995 Visible Interactive Corp San Francisco, CA, USA

Project Consultant

Liaised with Apple Computer Inc. and DSP Inc. during development of a True Speech C++ driver for Newton to be used in handheld based tours for the Smithsonian.

Provided training in the Macintosh Programmers Workshop C/C++ environment and Newton Device Driver Kit to Visible Interactive software engineers.

Developed initial framework and port of the DSP True Speech algorithm.

Aug 1994 – Mar 1995 BellSouth Cupertino, CA, USA

Project Lead

Architected, developed and productised 'BulletIN trio' (data, fax, sms) comprising a GSM mobile phone application suite and GSM Short Message Service Communications C++ device driver for Newton.

Based at Apple Computer Inc.

Jun 1994 – Jul 1994 Sydney, Australia

Consultant

Investigated feasibility of desktop and server based faxing of Newton objects.

Based at Apple Australia.

Mar 1994–Jun 1994 Auckland, New Zealand

Project Lead

Developed the Names-Dates application for Newton.

1989 – 1993 SBI Consulting Limited Auckland, New Zealand

Director

See MJH Consulting below.

1989 – 1993 University of Auckland Auckland, New Zealand

Technical Support, MSIS Department & Commerce Faculty

Supported the following:

- Multimedia Laboratory & Masters multimedia projects
- Executive MBA Remote Access initiative & Systems Analysis paper (Word, Excel, PowerPoint)
- DipBus Project Management paper (MacProject & MS Project)
- Faculty Staff using MacOS

1987 – 1989 MJH Consulting Auckland, New Zealand

Sole Trader

Macintosh computer consultant, support & training:

- Certified 4th Dimension Database Developer
- Macintosh support and productivity training in MacOS, Word, Excel, PowerPoint, graphic design etc for:
Keenan Consulting Group, BSW Advertising, MH Design and MH Reproductions, Kirby Advertising, Diamond Design, etc

Contract Z80 Programming

Publisher of Sega Magazine

Project Management Tools	Microsoft Project Project Program Manager, Project Central [Intel] Project Central [Intel]
Change Management Tools	Microsoft Sharepoint [Simpl] Gemini Tracker [Simpl] Mantis Tracker [Simpl, SymComm, MCMS] Doors & DoorsNet [Intel]
Software Configuration Management (SCM) & Build Tools	Subversion CVS, WinCVS, ViewCVS, CVS Mailers ANT, CruiseControl Microsoft Team Foundation Server and Visual Source Safe Source Off Site [Simpl, Intel] Continuous [Intel]
Productivity, Drawing & UML Tools	Microsoft Office (Outlook, Word, Excel, PowerPoint, Access, FrontPage) Adobe Acrobat Microsoft Visio Enterprise Architect [Loveuice, Simpl] Rational Rose [MCMS, Intel] Microsoft Exchange, Lotus Notes [MCMS] MoneyWorks, QuickBooks Professional and MYOB
Multimedia Tools	Adobe CS4 / CS3 (Fireworks, Photoshop, Illustrator, Dreamweaver, InDesign)
Development Environments	Xcode Eclipse / MyEclipse [Simpl, MCMS] Microsoft Visual Studio [Simpl, MCMS, Intel, SBI]
Application / Web Servers	Apache / Tomcat [Simpl, MCMS, Intel] IBM WebSphere, BEA WebLogic [MCMS]
Databases	Microsoft SQL Server, Access MySQL FileMaker Pro Advanced / FileMaker Server IBM DB2 / Oracle [MCMS]
Development Languages	Objective C XHTML / CSS / Javascript Java [Simpl, MCMS] J2EE / EJB [MCMS] Visual Basic, Visual Basic Scripting [Simpl, MCMS, Intel] JavaScript, HTML, ASP, Java, TransactSQL, C++, C NewtonScript (SmallTalk/Self), Pascal, Assembler (ARM, Z80, VAX), Basic [Pre-2000]
Operating Systems	MacOS Windows 7 / Vista / XP / 2000 / 2003 AIX 5.1, FreeBSD [MCMS] Windows NT 4, Windows Server Appliance [Intel] Windows ME / 98 SE / 98 / 95 MacOS Classic, Windows CE, Nokia 9000 (GEOS), PalmOS, EPOC, UNIX [Pre-2000]
Specialist Knowledge	iPhone / iPod Touch development Java based web internet applications [Simpl, MCMS] Institutional Customer Relationship Management (CRM) [MCMS] Web based systems and web based administration. Computer Telephony: Software PBX [Intel Pre-2001] Mobile computing and handheld computing [Pre-2000] Wireless data [Pre-2000]

Listed in reverse chronological order

Leadership and Team Values

Sense of mission
Vision and execution
Emphasis on learning
Value participation and diversity
Dynamic teams organised around packages of work
Managers as coaches and leaders
Influence by participation

Professional Memberships

[Agile Alliance \(founding member\)](#)
IEEE
Project Management Institute (PMI)

Information Technology Skills

Understanding and experience with marketing, sales, software development, implementation and deployment functions:

- Proposal / contract content and review
- Project management
- Product development, product life cycles
- Multi-site development
- Business analysis and business process re-engineering
- User requirements, use cases, user stories and features
- Software and system requirements
- Architecture / design
- N-tier application development
- Software development
- Quality assurance, software inspections and test driven development
- Test strategy, test plan & test case creation
- System integration & system testing
- Software transfer and deployment
- Training and support
- User and developer documentation
- Project audit and review

Personal Qualities

Leader
Project oriented, customer driven and self motivated
Strong research skills and ability to rapidly absorb information
Continuously learn, develop and improve
Embrace change and challenge the status quo
Strong analytical and problem solving skills
Pay attention to detail and take pride in my work
Open and direct
Assume responsibility

Preferred Methodologies

Agile Software Development Methodologies

- Release, iteration and continuous planning
- Test first, test driven development and continuous testing
- Adapt the process and retrospectives
- Discipline and processes to patterns
- Initiate, plan, manage

Leisure Interests and Hobbies

Biking, skiing, rollerblading, squash
Health & fitness, mudra yoga, reiki
Photography, technology, music, current affairs

References

Available upon request