**ANDREW OAKLEY**

**B.Sc. (Hons) Business Computer Systems Page 1 of 2**

## PERSONAL DETAILS British Citizen

64 Gadwell Road, Walton Cardiff, Tewkesbury, Gloucestershire GL20 7RT

**Mobile:** 07458 164625 **Email:** andrew@aoakley.com

Experienced IT professional looking for senior management, head of department and director roles. Capable manager of both remote and in-person teams ranging from senior software developers and project managers, to support engineers and DevOps. Highly experienced with Scrum, Agile, sprints and traditional software development methodologies, including training junior staff.

Excellent at defining processes, organising technical teams and architecting cloud solutions.

Confident in front of senior customer staff, able to negotiate contracts, Service Level Agreements (SLAs), provide technical sales assistance and handle problem customers. Keen focus on product delivery and business goals, keeping an eye on invoicing and customer satisfaction. Able to spot and resolve reasons for non-payment of bills.

Keen eye for data privacy, including in financial and medical projects.

Looking for remote, part remote or in-person roles in Cheltenham, Gloucester, Tewkesbury, Evesham, Worcester and Malvern (M5 corridor).

## KEY IT, SOFTWARE & BUSINESS SKILLS

**Methodologies & Techniques:** Agile, Scrum, Sprints, Test First / Test Driven Design, Prince2, Peer Reviews, fostering good coding practices and reducing code smells

**Management:** IT Governance, Recruitment, Change Management, Restructuring, Team Leadership, Resource Planning, Project Management, Business Process Reengineering

**Standards & Auditing:** Senior Information Risk Officer (SIRO), management & auditing of ISO 9001 & ISO 27001 processes

**Cloud and Networks:** Amazon Web Services AWS EC2, Snapshots, VPCs, Firewalls, DNS, Email Servers SMTP, Anti-Spam Domain Records DKIM, SPF, SSL/TLS Certificates, VPNs

**Software Development:** I have several decades of programming experience in a variety of languages, including C# , although I mostly use Bash scripts for DevOps automation.

**Data Systems:** XML, Oracle , Microsoft SQL Server, MySQL, SQLite

## CAPABILITIES

#### Software Development and Technical Consultancy

 Scrum Manager, forming Agile / Scrum teams, product ownership, curating product backlogs / sprints

 Cloud architecture, predominantly Amazon Web Services (AWS) plus Microsoft Azure

 Recommending best practice and spotting cost-to-serve opportunities where appropriate

1.  Systems design, architecture, requirements gathering and writing technical specifications

#### IT & Software Development Management

 Managing IT & Development departments, technicians, developers, processes and quality

 Analysing and restructuring organisations to optimise productivity, board & customer satisfaction

 Presenting technical topics to board of directors, senior important customers and large audiences

 Handling staff recruitment, performance, personal development plans, identifying training needs

 Conflict resolution, handling problem staff, especially retaining key technical staff

#### Product, Service and Project Management – 20 years’ experience

1.  Technical consultancy, business requirements analysis, post and pre-sales
2.  Creating SLAs (Service Level Agreements), priority levels, issue & problem management

 Questioning traditional methods and formulating new approaches based on cost-to-serve

 Setting performance targets and monitoring progress to ensure deadlines are met

Updated 2024-03-05

1. **ANDREW OAKLEY Page 2 of 2**

## EDUCATION & QUALIFICATIONS

**2:1 B.Sc. (Hons) Business Computer Systems**, Cheltenham & Gloucester College (Gloucestershire University), 1994, including a year sandwich placement at IBM.

**3 A Levels, 2 A/S Levels, 8 GCSEs** inc. Maths (A), English (A)**,** Oldbury Wells School, Shropshire 1990.

Certificates: **PSM Professional Scrum Master (2014), ITIL Foundation**Courses: **ISO9001, ISO27001, Data Protection, Finance for Non-Financial Managers.**

## CAREER HISTORY

**April 2019 - Today: Support and DevOps Manager, Blueberry Systems, Gloucester**

Software house creating bespoke business web applications for industrial & medical customers

 Team of six UK-based 1st/2nd line support analysts, two EU-based DevPps engineers, ten offshore software developers, one EU-based tester and further matrix-managed offshore resources.

 Supporting critical cloud-based infrastructure on Amazon Web Services (AWS) and Microsoft Azure.

 Defined Service Level Agreement (SLA), issue monitoring and resolution process.

 Senior Information Risk Officer for NHS projects. Created thin clients with cloud-based virtual desktops to ensure total separation of medical data from other customer systems.

**2015 - April 2019: Senior Project Manager, Blueberry Systems, Stonehouse, Gloucestershire**

 Systems analysis and specification of industrial systems including Tarmac, Eurotunnel, Uvex safety eyewear, Assa Abloy prison locks, torque safety systems for Jaguar Land Rover.

 Project management, technical sales assistance, resolving project problems.

 Line manager for junior project managers and offshore software developers.

**2008 - 2015: Head of Software, Higher Education Statistics Agency, Cheltenham**

Government agency providing financial & statistical monitoring of universities, with statutory role.

 Professional Scrum Master (PSM)

 Managed department of 15 developers plus project managers and testers.

 Introduced automated unit testing under Team Foundation Server and NUnit to promote quality. Used automated builds to speed up code delivery iterations.

 Introduced formal change control process (change governance) with business case reviews.

 Performed radical restructure separating development from application support, introduced 1st/2nd/3rd line support, SLAs, improved productivity, got people to concentrate on their best skills.

 Solved the problem of ever-changing specs from civil service by implementing long term release schedule with major release milestones and regular maintenance release plan.

 Led move from in-house hosting under IIS and data processing under Oracle to cloud-based under Azure.

**2004 - 2007: Anti-Spam Development Manager, MessageLabs (Symantec / Broadcom), Gloucester**

World's biggest supplier of managed email security services, 5 million end users.

 Accuracy went up from 95% to 99.5% under my management, independently verified as the world's most accurate anti-spam system.

 Spearheaded real-time email analysis to reject spam earlier, allowing more customers per server, increasing profitability and lowering cost-to-serve.

**1994 - 2004: Software Developer**

 Including Royal Bank of Scotland, IBM, local government and as a local business contractor.

## PERSONAL

From 2014-2020, I ran Cotswold Jam, a bi-monthly Raspberry Pi coding tutorial and robotics event regularly attended by 100 children and parents, at the University of Gloucestershire. During the pandemic, I refurbished more than 60 old donated laptops and gave them away to families to allow children to participate in online lessons, for which I received a community award from two local councils. I also enjoy playing the piano and synthesisers. Full clean driving licence and my own car.