



Summary

I am a Product Manager, Solution Architect, Project/Iteration Manager based in Brisbane. I am a specialist in early stage product concept and development.

I have spent the last 15 years developing, leading and building successful software teams, projects and products.

I have extensive Product Manager, Delivery Manager and Solution Architect experience working for a range of start-ups, SMEs, large enterprises and government organisations.

I am passionate about leading product direction and development and working closely with commercial teams in order to shape a product's vision and validating its value to real users.

Skills

Product Management

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| <ul style="list-style-type: none">● Structured Product Envisioning● MVP Planning● Absolute commitment to releasing initial Solution within 6 months● Feature Prioritisation● Early adopter engagement● Product Strategy and Roadmap Planning● Customer/User experience Focused● Market and Competitor Analysis● Metric Centric Validation | <ul style="list-style-type: none">● Feature Identification and Scoping● Focus on Assumption Validation● Work closely with UX Designers● Lead Envisioning and Discovery Workshops● User Testing● Development Planning and Delivery● Commercial Planning● Continually Integrate Feedback and Learnings● Technical and Devops Capability |
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Delivery Management

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| <ul style="list-style-type: none">● Structured Product Envisioning● Pre-sales Workshops & Proposals● Scope and Expectation Management● Estimation & Planning● Stakeholder Engagement● Motivate and lead teams and culture | <ul style="list-style-type: none">● Account Management● Agile Project Management● Recruit and build Delivery Teams● Budget and Financial Management● Project Reporting |
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Solution Architecture










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| <ul style="list-style-type: none">● Solution Options Analysis● Solution Leadership● Current and Future State Modelling● Architecting solutions pragmatically to help organisations reach their goals● Requirements Gathering and Analysis● Cloud Management and Deployment (AWS Centric) | <ul style="list-style-type: none">● High and low level solution design● Establishing Principles and Guidelines● Information Architecture and Data Modelling● Coordination of integration with legacy and emerging solutions within complex corporate environments |
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Technical


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| <ul style="list-style-type: none">● Establishing and Maintaining Continuous Integration and Delivery environments● Automation Testing experience● Hands on AWS experience | <ul style="list-style-type: none">● Hands on DevOps capability● Extensive enterprise development experience● Ability to evaluate and prioritise technical debt |
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Experience - Summary

(See Appendix A for more details on each of these roles)

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|----------------------------|--|---|
| MARCH 2015 - PRESENT | Product Manager Holoscribe (Focal Labs) |  |
| MARCH 2014 - FEBRUARY 2015 | Product Manager Immersive (Focal Labs) |  |
| MARCH 2013 - FEBRUARY 2015 | Product Manager Shorthand (Focal Labs) |  |
| 2011 - 2013 | Delivery Manager 4impact |  |
| 2010 - 2011 | Solution Architect 4impact |  |
| 2009 - 2010 | Lead Developer 4impact |  |
| JUNE 2008 - DECEMBER 2008 | Enterprise Solutions Architect Queensland Transport |  |
| DECEMBER 2007 - MAY 2008 | Lead Analyst/Developer Queensland Transport |  |
| 2007 | World Traveller  | |
| 2005 - 2006 | Senior Software Engineer RHE & Associates | |
| 2004 | Senior Software Engineer Provenco | |
| 2004 | Senior Software Engineer Axa | |
| 2003 | Software Engineer Good Technology (UK) | |
| 2000 - 2002 | Software Engineer Open Telecommunications | |

Education

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|--|---|--|
|  <p>UNIVERSITY of OTAGO Te Whare Wānanga o Ōtago NEW ZEALAND</p> | <p>Bachelor of Science</p> <p>Double Major: Computer Science & Information Science 1998 - 1999</p> | <p>Bachelor of Commerce</p> <p>Double Major: Accounting & Finance 1994 - 1997</p> |
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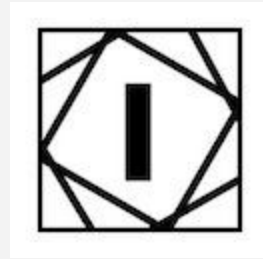
Referees Available on Request

Appendix A : Experience Details

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| <p>Product Manager Holoscribe</p> <p>MARCH 2015 - PRESENT</p> |  The logo for Holoscribe, featuring the word "holoscribe" in a white, lowercase, sans-serif font. Below the word is a smaller tagline "Publish holographic content" in a smaller font. The background is dark with a grid of small, glowing points. |
| <p>I'm the "product guy" and co-founder at Holoscribe an early stage startup with the mission to become the next evolution in digital publishing, allowing content makers to easily create holographic content, without needing developers.</p> <p>http://holoscribe.com</p> | |

Product Manager Immersive

MARCH 2014 - FEBRUARY 2015



I co-founded and launched Immersive. An innovative publishing platform for journalists and freelance storytellers. I led the product vision and development team in taking the concept from MVP to a beta launch in less than 6 months. Immersive has been rebranded as Shorthand Social.

<http://immersive.sh>

Achievements

- Successful Beta launch within 6 months.
- Great early support from the freelance journalist community. 1000+ users and ~500+ stories published within the first 6 weeks.
- Implement a company wide philosophy of 'everything is an assumption requiring validation'
- Successfully used a lean startup and agile approach in all facets of growing the Immersive business.
- Continued to improve my phased approach to taking a concept through the stages of realisation.
- Envisioning Discovery Build MVP Launch Continuous Improvement.
- My Lead UX Designer on Immersive has described some of this process in far greater detail, so in the interest of re use please check out Woz's version of events here.
<http://www.warwickkay.com/work/immersive.html>

Roles & Responsibilities

- Manage product development team and delivery in two week cycles using an Agile Scrum approach.
- Own product direction and feature prioritisation.
- Lead feature elaboration and work closely with my Lead UX to build out features.
- Establish and maintain continuous delivery environment.
- Established and maintained devops of all dev/test/prod environments on Amazon Web Services (AWS).
- Lead user testing of new features.
- Foster relationships with early adopters and active users to inform product roadmap.

Demo

- <https://youtu.be/q9ooMc9ptl0>

Product Manager Shorthand

MARCH 2013 - FEBRUARY 2015



SHORTHAND

I co-founded, built the team and managed Shorthand - an enterprise digital publishing tool - taking the startup from concept to international commercialisation, that now boasts a client list of UK's leading media and publishing outlets, from the BBC, the Guardian, ESPN, The Times, The Financial Times, Hearst Magazines and Trinity Mirror, as well as organisations throughout Europe, Australia and the US.

<http://shorthand.com>

Achievements

- First story published by the Guardian Australia within first 4 months.
- Successful Beta launched with paying customers within 6 months.



- Shorthand was adopted by the BBC as their tool of choice for long form digital feature stories.
- Successfully used a lean startup and agile approach in all facets of growing the Shorthand business.
- Continuing to improve my phased approach to taking a concept through the stages of realisation.
- Envisioning → Discovery → Build MVP → Launch → Continuous Improvement.

Roles & Responsibilities

- Manage product development team and delivery in two week cycles using an Agile Scrum approach.
- Own product direction and feature prioritisation.
- Lead feature elaboration and work closely with my Lead UX to build out features.
- Establish and maintain continuous delivery environment.
- Established and maintained devops of all dev/test/prod environments on Amazon Web Services (AWS).
- Lead user testing of new features.
- Foster relationships with early adopters and active users to inform product roadmap.
- Facilitate regular user testing of new features before launch.
- Work with clients on customised story based projects using Shorthand.

Demo

- https://youtu.be/l_UQW5NW0xk

Delivery Manager

4impact

2011 - 2013





As the Delivery Manager at 4impact I was responsible for assurance governance of the solution delivery engagement, and managing the clients and consultants participation in the engagement. The key objectives were:

- Positively engaged and performing consultants.
- Healthy client and vendor stakeholder engagement.
- Stakeholders well informed of engagement progress.
- Engagement tracked on time, delivering expected scope and staying within budget.
- Adherence to delivery assurance governance guidelines and 4impact values.

<http://4impact.com.au>

Achievements

- Product Manager for Hearis - launched within 4 months and used by some large Australian franchises to manage their social media engagement. 
- Established Offshore Capability in Vietnam - setup delivery frameworks, recruited staff, built culture and capability.
- Established a successful delivery lifecycle for pre-sales, project/product scoping, MVP focused and delivery.
- Delivery Manager for The Global Mail (client) - responsible for managing the successful engagement and delivery of the 2nd generation of The Global Mail's not-for-profit longform independent journalism site. 

Roles & Responsibilities

- Manage the engagement resourcing requirements, including understanding and delivering resources to meet solution delivery requirements in a timely and effective manner.
- Manage the 'end to end' solution delivery engagement of the consultant, from selection, engagement induction and participation, issue resolution, through to engagement exit.
- Collaborate with the Account Manager for consultant contract administration and with Talent Management for consultant community re-engagement.
- Manage the Client and Vendor stakeholder engagement in an open and transparent manner with no hidden agendas.
- Communicate the engagement progress to stakeholders and business owners in a timely and effective manner.

- Actively monitor the progress of the engagement, ensuring that it is on time and within budget while effectively meeting and managing the Client's scope expectations.
- Ensure that the engagement is operating according to and meeting the established assurance governance guidelines for 4impact solution delivery.
- Positive client engagement.
- Flexibility focusing on value while respectfully managing scope.
- Embedded quality regime across all aspects of the engagement.
- Encouraging respectful diversity within a supportive team environment.
- Continual delivery of real outcomes, be it value-add collateral or working quality software.
- Maintain open communication and relationships of trust across 4impact.
- Recognize 4impact opportunities while on the solution engagement and pass these details on to the Account Manager.

Solution Architect

4impact


2010 - 2011



As the Solution Architect at 4impact I was responsible for architecting high level solutions during the pre-sales phase, estimating enterprise solution projects, recruiting teams for solution delivery. And performing solution options analysis and leading the solution architecture within an agile delivery team.

<http://4impact.com.au>

Achievements

- Solution Architect for client, RACQ Insurance to replace their legacy Claims Management System for the Compulsory Third Party Insurance line of business. 
- Spearheaded an agile and iterative approach to the data migration for the RACQ Insurance Claims Management System existing legacy data. This included challenging the status quo for these style projects and automating data migration scripts into the continuous integration environment to be built one sprint behind the new system development.
- Part of the pre-sales team that won the RACQ Insurance Claims Management System project, at the time the largest solution delivery project undertaken by 4impact.

Roles & Responsibilities

- Prepare Solutions Options Analysis.
- Create and own the Solution Architecture through the duration of the solution delivery lifecycle
- Champion and improve the agile solution delivery process.
- Manage the relationships with the key technical staff on the client side.
- Run client facing workshops through pre-sales and solution delivery phases.
- Provide the project management function for projects that do not have the sale for a dedicated project or iteration manager.
- Coach solution delivery teams through the agile process and provide technical leadership.
- Prepare Enterprise Solution proposals as part of the commercial bid team.
- Lead and/or assist with the creation of project teams to deliver Solutions Delivery projects.
- Develop and maintain comprehensive knowledge of the ICT industry, including current and emerging trends, technologies and methodologies.
- Provide professional support to 4impact consultants to assist them deliver to 4impact standards and values.

Lead Developer

4impact

2009 - 2010



Lead Developer on a Payment Gateway web service interface built for Mastercard Australia to support Server hosted dynamic currency conversion and 3-D-S security.

<http://4impact.com.au>

Achievements

- Successfully built the extended MiGS payment gateway interface code named "VAS" or "Stig" for Mastercard Australia within 4 months.
- Achieved full PCI compliance for the payment gateway extensions.



Roles & Responsibilities

- Develop Storycards including unit and functional automation testing.
- Design the new web services interface specification.
- Technical client support for Mastercard technologists and Mastercard's clients.
- Integrated 3rd party services such as 3DS(Mastercard SecureCode and Verified by Visa) and DCC(Travelex and Fexco) and manage the technical relationships.
- Manage the Hudson/Jenkins Continuous Integration Environment
- Build example/reference usage code and documentation for Java, PHP and .Net client integration with the VAS payment gateway.
- Conduct technical interviews for new team members.
- Run daily stand ups and manage blockers.

Enterprise Solutions Architect Queensland Transport

JUNE 2008 - DECEMBER 2008



An Enterprise Solution Architect in the Strategy and Architecture division with a focus on consolidation and simplification of all internal system to system and interfaces and public facing inter agency interfaces to adhere to standards based web services with a single enterprise data model.

Achievements

- Championing, development and implementation of a new contemporary Service Oriented Architecture (SOA) across Queensland Transport.

Roles & Responsibilities

- Responsible for direction and approach of architecture vision and alternative approaches for BAU and Projects.
- Responsible for the management and guidance of technologies used across lifespan or individual projects.
- Develop & continuously improve principles, patterns, standards and best practices in the solutions realm as necessary.
- Review project initiatives and deliverables to ensure that they are architecturally sound and achieve as great a degree of fit with the desired architectures as possible.
- Perform scenario testing of new contemporary solution patterns and communicating these outcomes.
- Provide input and continuous review of the solutions portfolio of solutions with respect to the core enterprise architecture concerns, strategy, business value and technical condition.
- Provide Enterprise Solutions Options.
- Provide Quality Assurance and endorse Solutions Options and Solutions Architectures.
- Industry research, adopting and aligning with contemporary industry architectures.
- Maintaining a broad knowledge in architecture, technology and trends including attendance of Gartner Enterprise Architecture conference.

Lead Analyst/Developer
Queensland Transport

DECEMBER 2007 - MAY 2008



Lead Analyst/Developer on an inter department web service integration layer to provide vehicle registration and driver licensing information to other authorised Queensland Government agencies.

Achievements

- Analysis and design, technology research and selection, software development, management of complete software solution delivery.
- Developing solution responsible for providing WSI compliant web services for several disparate contemporary and legacy applications.

Roles & Responsibilities

- To research, prove and pioneer a contemporary MDA approach for UML based models and service interface definitions.
- Analysis and detailed design of the a POJO service framework and web service framework to allow reusable MDA source generation using AndroMDA and Maven.
- Mentor junior and intermediate developers, with particular emphasis on good software engineering principles and test driven design.
- Provide proof of concept support to the Enterprise Architects.
- Consult and critique patterns and architectures proposed by the Enterprise Architects.