

JEREMY CLARK

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PROFILE

Results focused technical project director, with proven ability to lead large, global project teams. Experienced in supervising the development of complex software throughout the project lifecycle, as well as managing relationships with clients and strategic partners. A highly regarded leader with excellent communication skills, backed up by a strong software and engineering background.

CAREER

Vodafone Group

January 2009 - Present

Programme Manager, Vodafone Internet Services

Responsible for planning, management and tracking of a number of workstreams within a large software delivery programme. Directed multi-functional teams developing, testing and deploying the software to ensure timely delivery and acceptance by stakeholders.

T-Mobile International

August - December 2008

Software Development Transition Manager

Managed the transition of software development from a team in the UK to a product development centre in the Czech Republic.

Vodafone Group

March 2007 – July 2008

Development Manager, Vodafone Live!, Düsseldorf/London

The Vodafone Live! internet portal is developed by Vodafone Group and integrated in 27 Operating Companies, providing mobile internet services to over 100 million customers.

- Responsible for the software development and integration support teams, comprising over 30 people.
- Delivered software releases on a rolling 12 week schedule, with features being delivered in stages to accommodate fast changing marketing requirements.
- Implemented a number of initiatives to improve software quality, including daily software builds, automated testing and quality gates. Consequently, a typical Integration Test phase was reduced from 12 weeks to 4 weeks.

Oracle Inc

2005 – March 2007

Project Director, Oracle Self-Insurance, Utrecht (July 2006 – March 2007)

Managed the development of Oracle Self-Insurance, a new Oracle product which provides online access to an existing Oracle back-end application for insurance policy management. Responsible for the implementation and customisation of the product for the client's three subsidiaries.

Project Director, Tele2 Projects, Stockholm (July 2005 – July 2006)

Responsible for development of online billing solutions for Tele2, covering both consumer and business customers in four countries. Managed a global team of consultants working on the projects.

- Delivered high availability enterprise solutions based on the Oracle Selfcare product suite. A major element of the project was the integration with the client's back office systems, including billing, provisioning and CRM systems.
- Responsible for all aspects of the programme including project delivery, contract management and the client relationship.
- Completed project milestones with a total value of more than €4 Million.

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Netonomy Inc,

2003 – 2005

Project Director, Professional Service, London and Bristol

Netonomy provides customer self-service (CSS) solutions for the mobile telecommunications industry, including online account management, e-Commerce and electronic bill analysis. Responsible for projects carried out by Netonomy for its largest client, Orange UK.

- Managed a programme of projects to integrate the Netonomy software with the client's back office systems, including billing, provisioning and CRM systems. Applications included customer self-service, point-of-sale and corporate bill analysis.
- Led a team of consultants and software engineers carrying out the system integration at the client's site. Project teams included both Netonomy consultants and offshore partners.
- Supervised a team of support engineers delivering on-site support for the production systems. Consistently met the service levels required by the SLA.

Motorola, Basingstoke

2002 – 2003

Software Programme Manager, Mobile Data Services Group

Manager of the PCS Global Solutions Engineering Team, developing mobile data services platforms for network operators, including over-the-air downloads, gaming and photomessaging.

- Supervised the technical consultants and software engineers in the team. Directed the activities of the team: prioritised work, monitored progress and reported progress and issues to management.
- Managed the development and system integration of mobile data services applications for a mobile network operator. Managed both internal teams and external suppliers, to ensure timely delivery and appropriate management of risks and costs.
- Developed proposals and delivered presentations to clients in support of the Sales Team, leading to Motorola winning contracts with a projected value of £5 million. Worked with clients to understand and document their requirements.

Wireless Information Network (WIN) Ltd, High Wycombe

2001 – 2002

Software Project Manager

WIN provides SMS marketing solutions and related mobile data services to a wide range of blue-chip clients.

- Managed the 10 software engineers in the Development Team, supervising both internal and client projects. Member of the Executive Committee responsible for the day to day running of the company.
- Devised and implemented a project management system for the projects undertaken by the team, including resource allocation, scheduling, progress monitoring, risk management and reporting. This resulted in improved requirements analysis and enabled the accurate prediction of delivery dates.
- Implemented best practice software engineering processes, leading to faster development due to software re-use. The number of software defects was also reduced, with the result that operational costs were reduced by 17%.
- Worked with clients and Account Managers to understand the client's business objectives and designed appropriate solutions to meet those needs, within the client's budget and timescales.

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AEA Technology

1995 – 2001

Product Development Manager (2000 – 2001)

Managed a team of 23 software engineers in the UK software development team, reporting to the VP for Product Development.

- Developed and administered a budget of £900,000 per year.
- Member of the Product Development Management team, advising on product strategy and project resourcing.
- Managed the relationship with a strategic supplier of software, based in California, to ensure the software was delivered on time to appropriate quality levels. This contract was valued at \$1 million annually.
- Managed the development projects undertaken by the team, including responsibility for project planning and tracking, resource allocation, change management and quality.

Team Leader, Pre-processing Team (1998 –2000)

Led a team of five software engineers developing the components which together comprise the simulation set-up module (pre-processor) for a general purpose Computational Fluid Dynamics (CFD) software product.

Software Development Engineer (1995 – 1998)

Member of the team developing a general purpose CFD software package, including designing the user interface, software design and programming.

Mott MacDonald Group

1991 - 1995

Engineer, Special Services Division, Croydon (1993 – 1995)

Developed software simulation models for a wide range of engineering applications, using Computational Fluid Dynamics (CFD).

Graduate Engineer, Manchester (1991 – 1993)

Developed engineering calculations and designs for mechanical engineering projects.

EDUCATION AND PROFESSIONAL QUALIFICATIONS

1st Class Honours Degree in Mechanical Engineering, University of Bristol, 1991

Member of the British Computer Society (MBCS), and Chartered IT Professional (CITP)

Chartered Engineer (C.Eng) and European Engineer (Eur.Ing.)

Associate member of the Chartered Management Institute (ACMI)