

SUMMARY Technology executive with 20 year record of delivering innovative products and building new online companies used by millions. Most recently led engineering, product, design, data science, and operations for one of APACs most notable innovation and development consultancies. Demonstrated expertise leading globally distributed teams, successfully incubating new ideas and bringing them to market, and transforming global companies and NGOs through technology and analytics.

Technical areas of expertise include large-scale distributed systems, data science, big data, machine learning, and agile/lean software development. Industry experience in ecommerce, fintech, insurance, online gaming, SaaS, trading, mobile, and marketing/campaigning.

SELECTED WORK EXPERIENCE

Managing Director 2013 – 2017

Pivotal Labs, Singapore (*formerly Neo Innovation*)

Led APAC's foremost innovation studio, building new digital businesses and new IT capabilities for existing enterprises. Full responsibility for P&L, Strategy, BD, Product, and Operations and acted as Principal Technology and Product consultant on all key client engagements. Neo became the go-to shop for creating successful MVPs, scaling existing systems, execution teams, and levelling expertise to get new ideas to market rapidly. Neo's impressive track record of getting firms to market and Series A, bridge, or acquisition/IPO extends across a wide variety of sectors including fintech, gaming, mobile, ecommerce, logistics, energy, and shipping. Pivotal acquired Neo in Feb 2016.

- Grew underperforming APAC practice upon arrival from 4 person team into a regional Agile development and innovation studio powerhouse with 25+ billable staff, \$10M+ USD in revenue, and industry-leading margins in under 2 years
- Launched numerous, notable SE Asian SaaS/B2C/B2B startups that were acquired or IPOed including PIE (acquired by Google), Luxola (acquired by LVMH), Viki (acquired by Rakutan), and Fastacash (IPO)
- Built high volume, distributed, financial transactions systems, including a \$2B/day settlement and clearing system for Asian division of a Tier 1 global bank, the online business tax filing system for a major SE Asian government, and new fraud detection capabilities for Indonesia's largest payment processor
- Scaled Singtel's big data and analytics business DataSpark, processing very large volumes of mobile phone, internet and landline location data and providing predictive analytic insights deployed across telcos in Singapore, Thailand, Indonesia, and the Philippines
- Stood up Samsung SE Asia's Data Science and Analytics capability, designing and implementing mobile streaming and ingestion, ETL, data lake, pipeline and datamart implementation and design, and self-service tools
- Landed prestigious new lighthouse clients including Bank of America/Merrill Lynch, Standard Chartered, Min of Manpower, Veritrans, SingPower, and Samsung

Director of Information Technology 2006 - 2009

Amnesty International – International Secretariat, London, UK

Led the global technology team and acted as CIO for the world's largest and most important human rights organization. Managed a budget of \$5M+ USD per annum and 27 direct staff worldwide, with responsibility for the organization's Application Development, Technical Support, Product Design, NOPS, DevOps, and Infrastructure supporting 70+ offices and 5000+ activists worldwide operating in security-sensitive environments.

- Gained executive board level support, approval, and funding for major project overhauls of existing IT infrastructures to help drive more effective campaigning and global technical operations through major Digital Transformation initiative
- Refocused IT strategy and restructured IT groups' responsibilities and intent to align to global services in core services, strategic planning, and field support for AI's 70+ offices
- Introduced more agile application development methodologies, tools, and languages as ways of driving organizational effectiveness and de-risking software and systems development and costs
- Pioneered new digital campaigning and rapid response capabilities to leverage core global membership and activism networks, increasing Amnesty's effectiveness and speed for vastly more effective lobbying and advocacy for global issues and crises
- Launched new ERP system, worldwide Human Resources systems, global DAMS, enterprise search services, and data collection and analytics system as well as an award-winning technical and product overhaul of Amnesty's global flagship site amnesty.org

Director of Business Intelligence and Analytics 2003 - 2006

Lancashire Finance (Riptown Media), Vancouver, Canada

Founded and grew Lancashire's Analytics and Business Intelligence department to provide executive level (CEO, GM, CFO, CMO) strategic operations analytics and intelligence to drive actionable business decision-making for a \$500M/yr entertainment and online gaming conglomerate. Developed and executed Analytics and Data Science vision and strategy for company across all business units.

- Built and managed high-performance department from scratch to 12 personnel adept at rapid execution of adhoc analyses while conceiving of and carrying out imaginative, longer-term projects to drive understanding, capitalize on new opportunities, and improve organizational decision-making capability
- Created and fostered an environment of data-driven and evidence-based decision-making across the organization, directly contributing to \$36.5M being added to the company bottom line during tenure
- Team built out global datawarehouse and ingestion/ETL, streamlined self-service analytics for advanced users, and pioneered complex, strategic analyses for company using advanced mathematical modelling, machine learning, data mining, and simulations
- Delivered critical operational analytics and technology improvements including affiliate reporting and management system, marketing tracking to optimize spend vs ROI performance, automated customer profiling and segmenting, predictive modelling on customer retention rates, churn, win-back and lifetime value models

Directeur Technique (CTO) 1998 - 2002

Michel Dyens Investment Bankers, Paris, France

Head of IT for France's 6th largest private investment bank focused on mergers and acquisitions in luxury goods, technology, and media. Chief technical advisor for bank's VC incubator and investment group and acted as interim CTO on numerous funded startups while building out execution teams. Managed strategic IT direction, set global technology standards and policies, departmental budget, negotiated and managed Tier 1 vendors, outsourcing/offshoring, and SLAs

- Led complete modernization and overhaul of bank's core IT infrastructure and security, systems, modern application development practices, and operations
- Launched bespoke applications for Mergers and Acquisitions, dramatically increasing M&A deal throughput and activity (+80%) - and directly contributing to increased bank revenues of +30% year-over-year during tenure
- Advised on funding of startup investments for bank's Venture Capital arm, acting as interim CTO and bank's chief advisor for numerous French startups in the bank's technology incubator and investment portfolio

ADDITIONAL WORK EXPERIENCE

Interim Head of IT and Research Operations (*contracting*) 2011 - 2013

Institute for Sustainable Futures, Sydney, Australia

Managed IT, project operations management, and application development for the University of Technology's global consulting research thinktank

- Managing operations of overall project portfolio P&L and delivery, high level client management, productization cross-sell opportunities, and shared oversight of business development activities and business development pipeline
- Primary responsibility for platforms, IT initiatives, technology operations, and data and predictive modeling-focused projects and deliverables

Director of Online Campaigning and IT 2009 - 2011

GetUp, Sydney, Australia

Senior director responsible for online campaigning, digital, and technology of \$1M+ social and political advocacy campaigns that drove national change in Australia.

- Led and contributed to high-impact campaigns, concept development, and creation of technology and analytics platforms for driving action and campaign success
- Re-architected technology platform and flagship site on rapid-response campaigning, and high speed, large volume mailings and social media to drive campaigning actions
- Membership doubled during tenure to over 1M with substantive improvements in action rates and increased donation repeat rates for both low- and high-barrier campaign asks, as well as lower across-the-board abandonment rates
- Established a culture of evidence-based and data-driven decision-making through metrics, testing, and analysis to maximize campaigns effectiveness, donations, and reach

Evolution Architect 1995-1998

Bowne/Immersant (formerly Quadravision), Toronto, Canada/New York, USA

Solution architect and portfolio project manager directing product design, implementation and execution of multiple project teams of between 5-12 engineers, design and product managers on complex, multi-lingual banking, brokerage, insurance, and eCommerce Fortune 1000 sites in North America.

- Built first or second generation of four out of the Big Five Canadian banks' internet banking sites and several well-known North American insurance and brokerage sites
- Key driver in developing Quadravision product and value offerings through to its eventual acquisition by Bowne Corporation, including architecting and developing Quadravision's patented personalization engine and Evolution analytics platform

VOLUNTEER AND PRO BONO EXPERIENCE

DataKind, Singapore 2014-2015

Co-founded one of the five global DataKind datascience-for-good charitable hubs for organization and was Director of Operations.

Amphibian Ark International, Australia 2013-2017

Architected and built worldwide species assurance and tracking system to coordinate conservation, survival and reintroduction of critically endangered species.

Taronga Zoo, Australia 2010-2012

Activism campaigns coaching and strategy assistance in launching the new campaigning department and campaigning roles at Australia's largest zoo.

LeadNow, Canada 2009-2011

Founding technical advisor and hands-on strategist for rapid launch and build out of Canada's online citizen campaigning organization.

TECHNOLOGIES

Languages/ **Ruby** Rails/Sinatra/Padrino

Frameworks **Python** Django/Flask

Elixir (Erlang/OTP) Phoenix

Javascript Node, some AWS lambda (FaaS), some React familiarity with **Go, Java, Scala, Swift, and Elm**

Data Science Python and R, SQL/NoSQL/Graph DBs, numpy, pandas, scikit, numerous machine learning (ML) and predictive libraries incl tensorflow

Hadoop/Spark ecosystem + Amazon EMR

AWS and Google Cloud datascience environments, across numerous data visualization (ggplot2, D3, Tableau etc.) and self-service analytics tools

**DevOps/
Systems
Architecture** Amazon AWS and Google Cloud ecosystem
Docker, Kubernetes, Heroku and other PaaS, varied
deployment and orchestration tools, CI/CD pipeline setups
Most major open source databases at scale (postgres, mysql,
mongo etc), Cassandra, as well as DB2 and Oracle
Cache and key value stores (memcached, redis etc),
elasticsearch/lucene, and datagrid and compute cluster
technologies
RabbitMQ, Kafka, ZeroMQ
REST, some GraphQL, CQRS/Event Sourcing, SOA, and
microservices architecture and implementation experience
Data lake, ingestion/ETL pipelines, lambda/kappa and star
schema analytics infrastructures

EDUCATION

MSc Information Technology, 2003 University of Liverpool
Honours BA, Economics and Political Science 1992 Western University

LANGUAGES

English native, **French** advanced, **Spanish** proficient,
Mandarin basic (studying), some **Turkish** and **Arabic**

CITIZENSHIP AND RIGHT TO WORK

Dual Canadian/British citizenship and passports holder (includes European Union)
NAFTA Professional status (US right-to-work)
Singapore Personal Employment Pass (to Jan 2019)