

Alistair Harper

Highgrove, Apt 103, Triq il-Mezza
Swieqi, SWQ 2071

Email Address – alistair.harper@yahoo.co.uk
LinkedIn - www.linkedin.com/in/alistairharper/
Web – www.gtv309.com

Nationality - British

Telephone - +356 9971 0465

Personal Statement

I have been developing, maintaining and managing websites for almost 20 years.

Experienced in Agile (Scrum/Kanban) development and user-centric development practices, I have worked for large organisations on both sides of the Atlantic.

I have excellent interpersonal skills, and enjoy working with other talented people to create engaging and usable applications.

My primary discipline is UX/UI development, but I have a flexible approach to work, and experience including web analytics, online marketing, process reengineering and programme management.

As an advocate for the user, I believe in understanding a user's goals and removing things that prevent them from achieving them.

I am looking for a role in a company that believes in modern development practices, and provides an environment that encourages creative problem solving.

Key Achievements

- ✓ Implementing a responsive framework for Cayman Islands Government websites, speeding up development and halving Cost to Market by 50%
- ✓ Creating standard web patterns to promote consistency between all Cayman Islands Government sites
- ✓ Facilitating controlled client access to CMS, reducing service calls by 20%
- ✓ Managing delivery pipeline to ensure ROI on £3m budget
Developing Balanced Scorecard Report on eBusiness Performance for weekly Board Meetings

Technical Skills

- Wireframing/Prototyping in Axure
- HTML5/CSS3/LESS/SASS
- MS Office including advanced Excel
- CMS including Oracle Portal, Wordpress
- PRINCE2/Scrum/Kanban
- Photoshop/Illustrator

Work Experience

smart7solutions

June 2017– Current [Interim Freelance]

Business Consultant

- Designing and developing company wordpress website.
- Setting up and managing Wordpress Multisite Installation.
- Drafting technical documentation covering user policy, backups and upgrades.
- Creating logo and other design assets for use on the site.
- Providing input into business strategy.

Rival Powered

*January 2015 – December 2016 [Interim
Freelance]*

Business Consultant

- Conducting Heuristic Review of Competitor sites, documenting UX best practice.
- Reviewing competitor games, documenting features, in-game advertising.
- Content Audit of legacy sites.
- Conducting Heuristic Review of legacy sites, documenting areas for improvement/further research.
- Developing template responsive site using Bootstrap 3.

Gecko Home Automation

January 2016– March 2017 [Interim Freelance]

Business Consultant

- Reviewed current web presence and provided updated online marketing strategy
- Provided insight into improving SEO
- Developed plan to effectively utilize Web Analytics on Sales pipeline

Supporter.com/Dingsly

Jun 2015 – Dec 2015 (Interim Freelance)

UX Consultant

- Developing proof of concept UX deliverables - User Stories, Wireframes, Responsive Clickable Prototype
- Producing graphics for prototype and Investor Prospectus.

Cayman Islands Government

Oct 2007 – Jul 2014

Information Architect

- Developing and maintaining a portfolio of websites for a variety of different Government Departments.
- Working with internal customers to help define and design the information structures of their websites, with the aim of developing a cohesive experience across all government websites.
- Documenting requirements, from content audits and simple wireframes to complex clickable prototypes using Axure.
- Refining Agile Development Process to improve Cost to Market.
- Decreasing average site delivery time from 3+ months to 6 weeks.
- Developing training materials, including manuals and exercises for end-users.
- Defining framework for GOV.KY 4.0 - a modernised, standard, responsive platform for government agencies and ministries, using Bootstrap 3 framework.
- Obtaining Stakeholder buy-in to new framework, overcoming any initial reluctance to move to single government wide design.
- Developing re-usable content pattern library to speed development and promote consistency.
- Develop submission/review/publication process to allow end-users to publish information.
- Designing UI for new government Web Services
- Designing UI for innovative tablet app for Department of Environment
- Advising on web strategy, mobile web, UX, interface design to internal customers.
- Migrating 80% of existing portfolio to new, responsive framework.

International College of the Cayman Islands

Jan 2009 – Apr 2012 (Interim Freelance)

Adjunct Instructor

- Teaching computer skills courses, including Keyboarding, Microsoft Word and Excel.
- Developing lesson plans and course materials, including exercises, class handouts, tests and final examinations.

Coremetrics Europe

May 2007 – Sep 2007

Web Analyst

- Supporting clients in their use of Coremetrics Web Analytics tools to understand their web business.
- Writing custom queries in SQL.
- Analysing and interpreting data and providing recommendations on conversion optimisation.

Centrica/British Gas

Dec 1994 – Oct 2006

Web Development Manager

May 2003 – Oct 2006

Responsible for facilitating and planning all business changes to House.co.uk

- Interface between business sponsors of change and IT delivery resource
- Chair of cross-business change planning & prioritisation group
- Responsible for annual development budget of up to £3 million
- Management of team of 2 process analysts
- Helped deliver major systems integration to new British Gas billing system

Web Performance Manager

Nov 2001 – May 2003

- Development of processes to measure performance of House.co.uk
- Creation of Management Information and Suite of Management Reports
- Development and management of Mystery Shopper & Customer Satisfaction Programmes
- Management of team of 4 performance analysts
- Developed team members to obtain promotions
- Developed house.co.uk manual for ISO9002 compliance

Business Analyst

Apr 2001 – Nov 2001

- Integration of House.co.uk with existing customer service and fulfilment processes
- Obtaining Senior Management buy in to House.co.uk and related process changes

Activity Based Costing Analyst

March 2000 – Apr 2001

- Producing monthly Activity Based Costings for entire operating cost base of British Gas (approx £700 million).
- Producing ABC analysis for forecast and budget cycles.

Resource Analyst

Jan 1996 – Mar 2000

- Working with Resource Management team, developing Lotus 123 spreadsheet models, to track agent availability to help set resource levels.
- First line IT support.

Customer Service Representative

Dec 1994 – Jan 1996

- Answering calls
- resolving billing disputes
- advising on payment options, change of address

Interpersonal Skills

Problem Solving

Producing pragmatic, common-sense solutions from a strategic perspective

Communication

Translating complex issues into widely understandable form

Negotiating & Influencing

Facilitating and brokering solutions

Strong Team Working Skills

Building consensus and identifying common goals

Technical Skills and Expertise

Axure

Developing Responsive Wireframes & Prototypes

Development Methodology

Prince 2 Foundation, Agile (SCRUM & Kanban)

Microsoft Office

Excel Advanced, Word & Powerpoint Intermediate

Investors In People

Internal Assessor

Line Management

Internal Centrica Management Training & 3 years management experience

Website Development

SS3 & HTML5 (Intermediate), PHP & Javascript (Basic)

Website Management

Photoshop & Illustrator (Basic), Oracle Portal, Wordpress

Web Analytics, Business Process Re-engineering

Education

1997 - 1998

Napier University

Edinburgh

M.Sc. Information Technology (Multimedia Technology)

1990 – 1994

Stirling University

Stirling

B.Sc. Psychology (2nd Class)

1981 – 1990

Solihull School

Solihull

- 8 GCSE's including English
- 1 GCE 'O' Level - Mathematics
- 4 GCE 'A' Levels including Mathematics, Biology, Chemistry

Interests

Audio/Visual Production using Ableton

Travelling

Live/Max4Live/Jitter/GLSL Shaders

Reading

Enthusiastic record collector

References

Available on request