

# CHRIS MOUTON

## ACCOMPLISHED IT SENIOR MANAGER

A pragmatic and result-driven Senior IT Manager, capable of delivering mid-size to large projects with multi-disciplinary technical teams. Adept in Agile and Waterfall methodology to deliver business objectives within time and budget constraints.

Strong technical heritage as a software developer focused on C#/.Net, Microsoft Azure and DevOps. Able to converse and manage with strong technical team members as well as non-technical stakeholders.

Good commercial awareness to manage P&L, project or department budgets and actively contribute to technology or consultancy sales and marketing.

## SKILLS



## WORK EXPERIENCE

### 345 Technology – Head of Delivery

Winchester | Jul 2021 - Present

Help to build out 3 parts of the core business of software delivery projects, consultancy, and managed services.

Play an active role in business development, from assisting/creating proposals to delivering pitches, negotiating delivery, and proactively seeking new opportunities.

**Agile Delivery Manager:** Managed all software delivery projects and consultancy to ensure profitability and quality of delivery. Also, lead internal projects to improvement in the organization. As Head of Delivery, I also had to track and report on profitability and ensure optimum resource allocation, including forecasting utilization and revenue.

**Service Delivery:** Help build out the Managed Services aspect of the business by creating groundworks of sales material, commercial agreement, negotiating contracts, ITIL processes, plan to scale, and acting as Incident/Service Delivery Manager.

## CONTACT

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## PROFILE

With a career spanning 24 years, I have been involved in every aspect of technology delivery. And revelled in it with the challenges it presented.

Filling roles from business analysis, software development, technical lead, technical architect, DevOps engineer, operations manager, service delivery manager and senior manager has given me the unique perspective and insight into challenges of the PDLC/SDLC or consulting engagements.

Always focused on delivering real business value and having a pragmatic, data-driven approach to problem-solving, process improvement or strategic planning.

## HIGHLIGHT OF EXPERTISE

- Agile Project Management
- Software Development Management
- Business Development
- Engagement Management
- Relationship Management
- Staff Leadership & Support
- Commercial Accountability
- Managed Service Management
- Performance Enhancement
- Continuous Process Improvement

## TECHNICAL EXPERTISE

- Microsoft Azure
- C# & .Net Framework 2/3/4
- TFS 2010/2/3/5 – Azure DevOps
- MS SQL Server
- Scrum
- Prince 2
- ITIL V3
- UML
- WCF
- Biztalk Installation/Administration
- Google Cloud Platform

## MOST PROUD OF



Developing DevOps function



Creating managed services



Successfully expanding consulting practice



Introducing leadership



Making managed service profitable

## MY VALUES



Integrity



Hard work



Passion



Lifelong learning



Intelligence



Staying physically healthy

## MY SPARE TIME



Family and loved ones



Weightlifting



Running



Reading



Movies

## WORK EXPERIENCE (CONT'D)

### Piping Hot Digital - Director

Woking | Jan 2020 – Jun 2021

As a Digital Marketing Agency, we focused on the technical side of internet marketing delivery such as website development and hosting, search engine optimization, eCommerce development, email marketing campaigns and creating chatbots.

My role is to ensure successful delivery of projects from inception, through delivery and optimize using data-driven and analytical decision making. Including driving business development and managing client relationships.

With strong Agile background, it allows me to manage a multi-skilled team from creatives to developers ensuring successful delivery.

- Own multiple client engagements that include website development, SEO, PPC, link building, content marketing strategies, and social media presence.
- Develop and manage projects and team members, including delegating tasks, reviewing team member work, adhering closely to deadlines and to budget, developing and revising ideas, and implementing projects.

### Go Reply - Manager

London | Feb 2018 – Nov 2019

**Manager:** Transformed the managed service delivery from loss to 80% C/R profit. Owned service improvement plans, monthly P&L, invoicing, strategic initiatives and recruiting.

Play an active role in business development, from creating proposals to delivering pitches and proactively seeking new opportunities.

**Technical Delivery Manager:** Managed very complex infrastructure migration or build projects end-to-end. The team would consist of infrastructure engineers, DevOps, software developers as well as client-side.

Successfully managed the onboarding of managed service clients to ensure a smooth transition to Service Operation.

**Service Delivery:** Line managed 15 – 20 multi-disciplinary staff for day-to-day operations, including staff training and development. Manage all activities associated with the ITIL-standard documented processes. Ensure compliance with PCI/DSS procedures along with ISO 27001, ISO 9000.

### Solidsoft Reply – Head of Operations

Basingstoke/London | Feb 2016 – Jan 2018

**Technical Delivery Manager:** Spearheaded IT consultancy team to deliver small to large complex transition projects using Microsoft Azure Cloud technology tailored to customer needs. Managed delivery of projects end-to-end with a team of Azure infrastructure engineers. Grew team and revenue X3

**Managed Service:** Transitioned department from break-fix BizTalk contracts to fully managed service. Developed business and pricing models from scratch to ensure profitability. Contributed to the creation of service contract schedules while recruiting and building a team that will support the agreed ITIL processes. Grew contracts and revenue X2

## PERSONALITY PROFILE

My personality types are DISC D (Captain), Myers-Briggs INTJ, and Enneagram 3. I tend to work with an intense, but the systematic approach and a focus on efficiency. I am most energised by leading the group, competition & winning, and producing results. See my full personality profile here: <https://www.crystalknows.com/p/chris-mouton>

Managed a heavily regulated environment (GAMP 5) and complex integration projects in accordance with defined procedures. And ensure compliance with ISO 27001 and ISO 9000 through annual audits.

In addition, leading service delivery function for internal IT and managed services to external clients. Managed various outsource partners to support day-to-day operations for example Azure infrastructure.

### **Solidsoft Reply – Principal Consultant**

*Basingstoke | Sep 2011 – Jan 2016*

**Technical Delivery Manager:** Managed software delivery projects using Agile methodologies (Scrum & Kanban) such as full-stack government project, BizTalk integration and Azure integration projects with internal staff members and external contractors from product vision to production release.

Planned, co-ordinate and supervised all activities related to design, development, testing and deployment for the engagements.

**Azure DevOps (TFS):** Facilitated small to large-scale companies with the adoption of DevOps and Application Lifecycle Management. Technically deliver engagements such as upgrades, migrations, enhancements, or diagnosis. Would train project managers, developers, testers, etc. in all aspects of the product including delivering Scrum training.

Active role in the business development of engagement. From proposal to pitching to delivery. Participated in the company's PR activities such as speaking to events or social media and digital marketing campaigns.

### **Thomson Reuters – TECHNICAL ARCHITECT**

*London | Jun 2007 – Sep 2011*

Initially hired as a C# senior developer, but quickly climbed the ranks to Technical Architect.

As a certified Scrum Master, lead a team of testers, developers and DevOps engineers using strong Agile methodology to create a track record of consistent delivery. Aided with the architecture and design of the integration engine along with the implementation of requirements.

Owned third-party outsource relationships with partners based locally, India, the US, and China for functions such as development and testing.

#### **The Automobile Association**

**Senior Developer**  
Apr 2006 – May 2007

#### **Atkins**

**Senior Developer**  
Apr 2004 – Sep 2004

#### **tranXactive**

**Senior Developer**  
Jul 2000 – Feb 2002

#### **Arium**

**Senior Developer**  
Oct 2004 – Mar 2006

#### **Virtual Purple**

**Senior Developer**  
Oct 2002 – Mar 2004

#### **CCH FutureWorks**

**Senior Developer**  
May 1996 – Jun 2000

## EDUCATION

**MSc Information Technology (Certificate)** – Liverpool University

2011

**BSc Computer Science** – University of Pretoria  
1995

## **PERSONAL DEVELOPMENT**

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PeopleCert, **ITIL V3 Foundation** | APMG, **Prince2 Foundation** | QA.COM, **PCI/DSS Foundation Course** | Coursera, **Google Cloud Data Engineering** | Coursera, **Google Cloud Associate Cloud Engineer** | Prometric, **Administering Visual Studio Team Foundation Server** | Scrum.org, **Professional Scrum Master** | Prometric, **Delivering Continuous Value with Application Lifecycle Management** | Prometric, **Visual Studio Team Foundation Server, Administration** | Scrum Alliance, **Certified Scrum Master** | NEC Education, **Business and System Analysis** | NEC Education, **Project Management** | CCH FutureSchool, **System Analysis and Design using UML** | ITUC, **Entry Level Programming Diploma**.