

**Mr Andrew Phillip Challis**  
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## **Profile**

I am an experienced Software Development Manager, Software Engineer, certified PRINCE2 Practitioner and graduate from the University of Exeter, The One Planet MBA. Having worked within the KCOM Group PLC for the last 15 years, progressing through the organisation from a Software Engineer position to an IT management position, I am now seeking a new and exciting challenge. I am a highly driven individual, who likes to be challenged, proven by tackling a wide range of technical and business projects and also completing my Masters whilst in full time employment. I am passionate about delivering business value, getting the most from those around me, whilst at the same time having fun.

## **Employment History**

### **Nasstar – IT Delivery Lead August 2021 – Present**

Transferred as part of acquisition of the national business from KCOM Group. Prior to transfer I was involved in the creation and evaluation of several Transitional Service Agreements to aid in the sale of the business. Currently responsible for several systems transferred under the acquisition and now involved in unification projects to create a single system architecture.

#### **Responsibilities:**

- Continued support of the National business through the maintenance and development of existing systems.
- Line management responsibilities to a team of software engineers, supporting them through TUPE and changes in ways of working.
- Providing system knowledge to aid in the strategic direction of several unification projects.

#### **Key Achievements**

- Supported the creation and evaluation of several Transition Service Agreements and Reverse Transition Agreements.
- Providing technical guidance on the strategic direction for systems to reduce costs associated to Transitional Service Agreements.
- Supporting the team and colleagues through TUPE and the transition from KCOM to Nasstar.

### **KCOM Group PLC – KCOM – IT Delivery Lead April 2015 – August 2021**

As part of a wider group strategy to combine the four go to market brands, the various IT teams across the group were combined into a centralised IT services team. Same responsibilities as the previous 2 roles, but with an added strategic element now looking at a wider portfolio of systems.

#### **Responsibilities:**

- Strategically led the decommissioning of several legacy systems across the group. Engaging with stakeholders to assess impact, creating business cases to document the proposed approach and initiate and manage delivery of the projects
- Integrate the team into Group IT services processes and ways of working.
- Migration of the team from a traditional waterfall methodology to agile.
- Integration of the team into the Scaled Agile Framework (SAFe) way of working across the wider IT Delivery team

#### **Key Achievements**

- Combined several portal systems into one multi-channel and multi branded portal codebase.
- Technically led from a system perspective the rebranding of systems into a single brand as part of the wider group changes
- Technically led the design and business casing of migrating internal applications onto Amazon web services to increase flexibility of our infrastructure and increase resiliency.

- Technically led and delivered the decommission of 2 business critical applications engaging with business stakeholders to ensure smooth transition to alternate systems.

### **KCOM Group PLC – Eclipse – Projects and Software Services Manager February 2013 – April 2015**

Due to an organisational change, a team of 4 business analysts and 1 test analyst were assigned to me in addition to the existing 13 Software Services members.

#### **Responsibilities:**

- Continued responsibilities as described in the Software Services Manager role.
- Develop and support the new business and test analysts within the team.
- Introduce a structured approach to working as part of the business analyst roles.
- Manage business documentation relating to disaster recovery, business continuity planning and risk management for IT systems

#### **Key Achievements**

- Introduced a 3 tier process for handling enhancement, minor and major projects within the business in an efficient manner.
- Introduced a new testing process within project delivery which engaged end users in actively participating in testing of system changes.
- Technically led the integration of Salesforce into our internal systems to improve marketing capability and lead management within the business.
- Technically led the replacement of the main database platform used by the internal systems, improving performance and business resiliency.
- Technically led the implementation of the SaaS based subscription billing system Zuora.
- Technical led the Eclipse system changes required to implement SAP financials across the group.
- Introduced and chaired the Eclipse programme board, bringing together senior decision makers from various departments to prioritise and track progress of key projects.

### **KCOM Group PLC – Eclipse - Software Services Manager February 2011 – February 2013**

Part of the senior management team leading the Eclipse brand, a £50 million revenue generating arm of the group. Responsibility for a team of 13, consisting of 4 Senior Software Engineers, 8 Software Engineers and 1 Database Administrator who design, develop and support systems supporting the business.

#### **Responsibilities:**

- People management responsibilities for the 13 direct reports, undertaking performance appraisals, personal development planning, monthly 121's and HR related activity.
- Support agreements with internal and external customers to the business with regular reporting on SLA levels.
- Oversee the end to end delivery of multiple projects, engaging with stakeholders on approach, progress and post implementation review.

#### **Key Achievements**

- Over a 3 month period, Increased the % of support cases resolved within 2 working days from 21% to 93% and maintained this going forward.
- Reviewed system performance of the NMC platform and implemented a performance improvement plan reducing average page load time from 3.2 seconds to 0.2 seconds.
- Improved stakeholder relationships across the business to give a clear view of current workload and planned delivery times of projects.
- Introduced a structured release process through use of design and change control documents and fortnightly release cycles.
- Introduced Annual Software Services hackathon events.

### **KCOM Group PLC – Eclipse - Senior Software Engineer June 2007 – February 2011**

KCOM Group is the parent company of Eclipse Internet Ltd based in Exeter. The company provides Telco and managed services to residential, business and corporate customers throughout the UK. As part of an in-house development team we manage the day to day running and development of an internal CRM system called NMC and online ordering and management portal.

#### **Responsibilities:**

- One of two Senior Software Engineers roles within the team.
- Varied role that involves dealing with system stability to large development projects on the application.
- Mentoring of members within the team to achieve full potential.
- Leading teams of developers to work on large projects with strict deadlines.
- Integrated the application with BT and Tiscali to provide DSL provisioning, maintenance and fault reporting.
- Interviewed with the Software Service Manager to recruit new contractors and permanent members of staff.

### **APC Services – Self Employed business 2003 – April 2010**

APC Services was the trading name of my self-employed business. APC Services provided freelance development, web hosting and domain registration services to the SME sector. At its peak it managed over 100 websites on its servers based in London. Recent progression in my full time employment led to the sale of the client base in 2010 and it ceased trading in April 2010.

#### **Responsibilities:**

- Day to day running of the business from freelance development work to producing financial reports.
- Management of several server systems ensuring the highest level of uptime and data security.
- Implementation of load balanced and clustered environments.
- Support and management for large E-commerce sites generating over £1 million of sales per calendar year.
- Organised multiple freelance designers and developers to work together on projects managed by APC Services.

### **Qualifications**

PRINCE2 Practitioner certified in Project Management – 2016

The One Planet MBA – Executive course at Exeter University (merit – 2012 to 2015)

ITIL Foundation V2 - 2010

Adobe Certified Expert (ColdFusion 8) – 2009

CIW Professional – 2007

CIW Associate – 2007

Microsoft Certified Desktop Support Technician -2007

Microsoft Certified Professional - 2006

### **Additional Information**

- Hold a full UK Driving License
- Trained Fire Marshall
- Trained First Aider