

# James Lever

## Personal Details:

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**A commercially driven technical director** with a successful background in managing technical products and projects in travel. Defining strategic technical roadmaps to meet present and future need.

**Providing technical direction and leadership**, engaging with customers, senior management and team members on-shore and off-shore. Reviewing team cost centres, reviewing deliverables against target, maintaining department budget and ensuring effective ROI.

**Focused on innovation**, providing technical consultancy and leadership via iterative improvements which deliver customer-centric solutions to increase revenue. Commercially-aware & business-driven, with a broad range of travel technology partner experience having provided solutions for Amadeus, easyJet, and oneworld.

**Experienced with business change management**, business transformation, strategic roadmaps, 3<sup>rd</sup> party vendor selection, IT strategies, systems architecture, in-sourcing / outsourcing, ISO 9001, PCI-DSS.

## Career to Date:

**Dec 2016 to present CTO: Zen3 (uk) Limited**

**Responsible for strategic direction of the product portfolio in the travel vertical of Zen3. Product and technical management, software delivery, platform R&D, commercial, and contract negotiation.**

- Appointed as CTO by recommendation to establish a UK branch of Zen3, leading a new team to support and maintain key customers in travel vertical using Zen3 global workforce.
- Established new contract model to align with a SaaS based service offering to underpin revenue.
- Management of the UK budget with on and off-shore project, product and marketing teams balancing customer demands with workforce skills and availability with other department heads.
- Representing Zen3 as a travel SME at technical conferences and sales opportunities.
- Leading the product roadmap of [rtw.oneworld.com](http://rtw.oneworld.com) redevelopment with Amadeus and Flight Global.

**Mar 2012 to Dec 2016 CTO: CWT Digital Limited**

**Responsible initially for code and service delivery, Promoted to CTO as team increased to own technical delivery. Accountable for all aspects of Application and infrastructure management, software team development, technical support services and provision of business-critical IT support**

- Promoted to Board Director in March 2016 in recognition of 30% company growth and responsibility.
- In 2015 established an outsourced team in India, transitioned services from UK to India to provide better efficiency and customer satisfaction within existing contract models, reducing overall costs.
- Developed a suite of applications to enhance the business's reach.
- Restructured the business into separate units employing product, project, test and development teams.
- Led the scope and delivery of easyJet holidays, working closely with in-house and 3<sup>rd</sup>-party resource.
- Replaced waterfall workflows with Agile implementing new processes and tools.
- Provided technical consultation services to other companies including Zen3 (global).

**Jun 2008 to Dec 2011 IT & DEVELOPMENT MANAGER: Can 360 Limited**

**Responsible for all aspects of IT management and systems development, including IT infrastructure, software team development, technical support services and provision of business-critical IT support**

- Appointed as IT & Development Manager to introduce enhanced technology, underpinning business growth
- Defined and researched a customised ERP System to handle end to end retail distribution.
- Improved business efficiency via in-sourcing of services and business process change.
- Technical consultation to travel clients, product development and delivery of SkiSchool mobile app.

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**Feb 2007 to Jun 2008    SYSTEMS ARCHITECT / IT MANAGER: Barwell Travel Limited**

**Responsible IT management and leadership across two sites (UK and Spain), delivering mission-critical IT services, infrastructure, applications and support for a leading travel sector business within the UK**

- Appointed to senior IT leadership role to develop an in-house online booking engine, supporting growth
- Leadership, management and motivation of a multi-functional team of IT, technical and support personnel
- Designed and implemented airline seat yield based pricing for charter flights across business operations.
- Reported directly to strategic-level business management teams, advising on technology and IT/IS issues

**Dec 2005 to Feb 2007    IT / TECHNICAL LEAD / SALES: Nexus Internet Solutions**

**Responsible for all aspects of IT leadership and business development, pitching for major projects, conducting systems analysis (UML) & client-facing product delivery, using PRINCE2-based methods**

- Leadership, management and motivation of a multi-functional team of IT, technical & client support staff
- Product development, analysis, development, implementation & resource deployment management
- Developed and introduced ISO 9001-compliant standards for IT/IS maintenance processes within Nexus

**Jan 2000 to Dec 2005    DIRECTOR: IBUK Web Services**

**Responsible for all aspects of strategic IT management and leadership activities, including day-to-day development processes, IT systems, software design / architecture and project management & delivery**

- Instrumental in growth of the business from 2 employees to a team of 10 providing outsourced IT and transactional web technology to commercial and travel segments.
- Provided IT management for All Leisure Group and Reservations systems for Accommodation Line.
- Definition and execution of IT strategies and technology roadmaps, aligning IT with core business direction

**1999 to 2002    DIRECTOR: Formulated Micro Solutions**

**Responsible all aspects of P&L business management, providing business-critical IT / IS services to a portfolio of SME sector clients, including development of business strategies & support frameworks**

- Formed an IT support agency to work in a client-facing capacity, advising on technology and IT issues
- Project planning, analysis, development, implementation & resource deployment management activities

## **Early Career Details Include:**

Developer (University Placement)

ICM Limited (Insurance Services)

## **Education & Professional Qualifications:**

Microsoft

Microsoft MCP Qualifications (MCP ID:3474770)

Brighton University

BSc (Hons) Computer Science 2:2

BHASVIC College

Maths (A/S), Electronics, Computer Studies (A-levels)

Varndean Secondary School

9 GCSEs, including English and Mathematics

## **Key Skills, Training & Technical Capabilities:**

IT Departmental Leadership and Management

IT Strategy, Definition, Implementation & Execution

Product Management (UML, BPMN)

Project Lifecycle Management & Delivery

Budgetary Management & Control (OPEX & CAPEX)

Service Delivery Management & Support (ITIL)

IT Best Practice Methods and Frameworks

AGILE, PRINCE2 Methods & Frameworks

SWOT Analysis

RFP/RFI Processes.

ISO 9001 Quality Standards and Procedures

Merchandising and ancillary upselling.

Onshore & Off-shore.

3<sup>rd</sup> Parties, Stakeholders, Vendors and Suppliers

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## Travel Partner Experience:

Amadeus API (Cruise, Air, Hotel)	Multicom (Hotel, Air, Package, Ancillaries)
Sabre API (Air)	Travelfusion (Hotel, Air, Ancillaries)
Travelport (Smartpoint API)	Ypsilon AG (Air)
EasyJet API (direct)	EuropCar (Car-hire)
BA Public Beta (NDC)	Holiday Taxi's (Transfers)
Flight Global (Air Schedule Data)	Rock Insurance (Insurance broker)
Peakwork (Player Bridge, Hub administration)	Dolphin Dynamics (Hotel, Air, Back Office)
WEX, MasterCard (Virtual Credit Cards)	TopTog (Hotel, Air, Back office)
Worldpay, SagePay, SecureTrading (PSP)	Comtec Travelink (Hotel, Tours, Back Office)

## Personal Details & Additional Information:

UK Citizen. Full driving licence	Excellent references available upon request
Flexible on location for the right opportunity	Interests include running, cycling and travel

James Lever CV, 2017