

PERSONAL SUMMARY

I am an experienced IT business analyst, solution designer and end-to-end software product manager with a track record of successful design and delivery with a range of high-profile customers. Taking a leading role in all stages of the product development lifecycle I have applied my creative problem solving, development experience and UX-led approach to work effectively alongside clients, end-users, senior managers and members of design, development and QA teams.

Working across multiple projects, I have led on requirements & business process analysis through end-user workshops, process flow mapping and continued client review, delivering intuitive solution designs and easily digestible software specifications. Acting as a key interface between the client and the internal product development team, taking the Agile/Scrum role of Product Owner, I feed developers with clearly documented requirements & user stories, prioritised roadmap features, and relatable user personas, ensuring quality deliverables from each development sprint.

My background in user experience design and front-end development uniquely positions me to extend beyond the typical reach of a product manager, encompassing visual process flow design, UX prototyping and UI mock-up design, all of which have proved invaluable in securing understanding and buy-in from stakeholders, irrespective of their technical experience.

KEY ACHIEVEMENTS & SUCCESSES

- ★ Through careful feature selection and intuitive workflow & UI design, I have driven marketplace adoption of the Myprogress product, increasing market share from a handful of university implementations to over 25 in the last 36 months, including several key international implementations.
- ★ Across a number large development projects, I have managed the specification, design and delivery of over 2,000 man-days of product investment – working with both internal and external stakeholders to deliver rich, usable product functionality driven by both commercial and end-user requirements.
- ★ I have led R&D in the fields of personal portfolios and digital badging, presenting findings and engaging with audiences at several, large, international conferences and events ultimately leading to the proposition, development and launch of the Myshowcase.me, Openbadges.me and BadgeUp.me products.

WORK EXPERIENCE

Myknowledgemap Ltd.

2011 – present

Technical Product Manager

Driving both internal product investment and customer-funded product enhancement projects I have, over the past 6 years, led on the specification and design of a wide range of developments.

My primary area of focus has been the Myprogress product – a cloud-based assessment platform that facilitates the collection of remote assessment data across a range of workplace-based qualifications using native, offline, iOS and Android apps. Using the web platform, information is collated centrally where academic review is undertaken based on a *whole picture* view of students, allowing for visual monitoring of performance, provision of rapid feedback and effective planning of forward actions.

I work closely with all stakeholders throughout the development lifecycle, as well as taking the role of Product Owner as part of the internal, Agile Scrum team, to achieve key, measurable results:

- Delivery of software development projects and customer enhancement requests (RFEs/RFCs) to agreed specifications, timelines and budgetary thresholds.
- Increasing the commercial attractiveness of the product line through careful feature selection, prioritisation and design.

- Improving both developer utilisation and product profitability through the development of reusable and configurable product components.
- Ensuring technical and user experience quality to reduce time spent on product training and support.
- Ensuring internal product knowledge – primarily across sales, support and consultancy functions – is high, current and well supported.

While in this role, the organisation has seen continued growth in its product operations and I have led on the implementation of company-wide product management processes, including documentation workflows, roadmap & backlog management and senior management reporting of product development progress & quality, as well as supporting, mentoring and guiding the career development of those within my team.

2009 – 2011

Product Strategy Manager

Taking the leading role during a period of organisational direction change I oversaw the shift from project-based development to a resalable product line. This shift not only increased margins and development team utilisation but, most importantly, shifted company revenue from high-risk project development to low-risk, repeatable product licences and services.

2003 – 2009

e-Learning & Usability Design Manager

Tasked with transforming the traditional approach to online learning materials, I was instrumental in adding intuitive instructional design, rich and compelling interactivity as well as cosmetic flair to courses for clients such as Edexcel, the Chartered Management Institute and the RSPB.

CLIENT PROJECTS

Arcadia Alive
2016 - 2017

Working alongside the Arcadia Alive training and management consultancy I have specified and designed a technology platform for the competency assessment of train drivers and guards. Utilising offline mobile apps, tailored for the unique environment of cramped train cabs, I have worked closely with the cross-discipline development team, including external contractors, to guide both the technical and front-end design.

General Medical Council
2015 - present

Contracted by the General Medical Council (GMC) Clinical Assessment team to revolutionise the traditional paper-and-clipboard approach to the validation of doctors, I have taken a leading role in the definition of requirements, scoping and specification of the various software development work packages.

Working closely with several teams at the GMC, I led on the identification of key user personas and clear user stories (followed by the comprehensive specification of the web and mobile platforms) providing an approach that presented requirements in a non-technical way for validation and agreement with all stakeholders.

Delivered in late 2016, this solution is introducing savings in both time and cost, providing a consolidated platform for the management, delivery and reporting of paper-based exams and observational assessments. Building on the first phase of development, the contract has been renewed with subsequent extensions covering additional mobile assessment functionality, real-time dashboard reporting and a range of exam management enhancements.

DAVE WALLER

SOFTWARE PRODUCT MANAGER & IT BUSINESS ANALYST

Selby, North Yorkshire
e: dave@d13design.co.uk
w: www.d13design.co.uk

Lee Kong Chian School of Medicine
2012 – present

As the sole business analyst on a \$1M+ development project for Singapore’s newest medical school I worked closely with both the IT and academic teams to elicit their sophisticated requirements and design a solution that was technically viable, cost effective and suited to the needs of both staff and students.

Now in use across all 5 years of their medical degree, this platform is delivering improved student engagement and academic feedback as well as significant cost savings over paper-based assessment processes and a large reduction in the time demands of, already time-poor, academic medical staff.

EDUCATION

2001	BA(hons) Multimedia Design – 2:1 De Montfort University, Leicester
1998	Foundation Studies in Art & Design – Distinction University of Northampton
1997	3 A Levels – Maths, Combined Sciences, Art & Design
1995	10 GCSEs – Including Maths, English, Science and Art & Design

A LITTLE ABOUT ME

Outside of work I’m a father of 3 young boys. What little spare time they leave me, I have a keen interest in the guitar having built both an electric guitar and banjo, and enjoy designing and building hand-wired guitar effects pedals. Remaining creative is very important to me as well and I enjoy illustrating both digitally and with pencil and paper. I also hold a full, clean driving license.