

# Martin Hathaway

Senior Technical Project Manager

I am a Senior Technical Project Manager whose past design and web development experience, within digital agency, SaaS/web app and start-up environments makes me popular among clients and developers alike. All of whom feel that I can 'speak their language' and trust me to lead the delivery of complex, technical projects.

My strength lies in being able to understand the technical aspects of a project – complementing the Business Analysis, Solutions Architecture and Tech Lead functions within a delivery team. While staying true to the original business case and keeping the project stakeholders happy.

## Technical Project Manager

JUN – DEC 2020

[HighCohesion](#) / [Ecommerce Thinking](#) • Remote team

HighCohesion was a one-year-old, data streaming platform start-up, still largely operating in stealth mode, when I joined its small team. My focus was primarily on the systems integration and e-commerce consultancy division (Ecommerce Thinking), which was built up and spun out during my time there.

I took ownership of several inflight client projects – including Microsoft Dynamics (F&O and NAV) ERP integrations, Shopify Plus data migrations and WMS integrations. My clients trusted me to deliver technical and business-critical systems integrations. When resourcing became a bottleneck for new projects, I established an outsourced development team in Poland to help us scale up.

As the first project manager on the team, the other half to this role was to design and implement the project management processes, tools/systems and governance best practices that would be required to achieve the team's ambitious growth plans.

The small team size, high levels of trust from clients and focus on delivering digital transformation inside of e-commerce scaleups made this a fast-paced and exciting environment to work in.

PROJECT MANAGEMENT • SYSTEMISATION • CONSULTANCY

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## CLIENTS

Alessi • 2020  
Bother • 2020  
Grenade • 2020  
Guild Esports • 2020  
Oddbox • 2020  
Pure Electric • 2020  
Simple Foods • 2020  
Totême • 2020

## PLATFORMS

HighCohesion  
Shopify Plus  
Magento 2  
Microsoft Dynamics

#### CLIENTS

Barclays • 2019-20  
Lovehoney • 2019-20  
Oliver Sweeney • 2019-20  
Primrose • 2019-20  
Seasalt Cornwall • 2020

#### PLATFORMS

Magento 2 / Cloud  
SAP Hybris  
Salesforce Commerce Cloud  
Akeneo PIM  
Discourse

#### CLIENTS

Sophie Conran • 2019  
The Conran Shop • 2019  
Yoyo Wallet • 2019  
Ehrman Tapestry • 2018-19  
Tech21 • 2018-19  
PeopleCheck • 2017-19  
The Old Cinema • 2017  
NURVV • 2016-19  
The Conran Shop • 2016-17  
Boodles • 2017  
Osprey Europe • 2017  
Lola Rose • 2016-17  
Wellbeing Network • 2016  
Removal Boxes UK • 2016  
OPI UK • 2016  
Wine Mill • 2016  
JING Tea • 2016

#### PLATFORMS

Magento 2 Cloud & On-prem  
Magento 1  
WordPress  
WooCommerce  
BigCommerce

DEC – MAR 2020

## Senior Technical Project Manager

[SQLI](#) • Central London

Wanting to broaden my e-commerce and project management experience, I joined the central London office of SQLI, a pan-European consultancy group serving many household names.

I was responsible for leading the delivery of projects on behalf of clients such as Barclays and Lovehoney, among others. Those projects included re-platforms to Magento 2 Cloud, building certified extensions for the SAP Hybris and Salesforce Commerce Cloud marketplaces and several Akeneo PIM implementations.

Additionally, I provided strategic account management, created quarterly development roadmaps and offered both consultancy and hands-on technical assistance to long-term support clients, including Oliver Sweeney.

A typical day saw me running the daily stand ups with each remote development team. Proactively identifying and mitigating risks. Planning sprints and creating stories/tasks with sufficient context, technical details and acceptance criteria to be workable by my teams. Scheduling resources from SQLI's international service centres (ISCs) and contractors. And reporting financials and progress to internal and client stakeholders and sponsors.

PROJECT MANAGEMENT • GOVERNANCE • CONSULTANCY

2016 – 2019

## Technical / Digital Project Manager

[LogicSpot](#) • Richmond, London

I was responsible for managing the delivery of e-commerce, website and web application projects on behalf of our agency clients. These were in the £100-500k range, last 6-12 months and combine Magento / Magento 2, WordPress and third-party integrations (ERPs, OMSs, 3PLs, etc.). My involvement started during the client pitch process, continued throughout the project lifecycle, to post-project retrospectives and transition to the assigned ongoing support / SLA Account Manager.

Day-to-day this meant I was managing cross-discipline project teams of between 5-10 people - including designers, developers, SEO and DevOps/Sysadmin resources. Liaising with any client-side creatives, merchandising teams or third parties (branding, digital marketing, fulfilment, etc.). Planning with and reporting to multiple client stakeholders during the course of the project.

I brought a methodical and pragmatic approach to project management that clients trusted. Easily switching between traditional Agile, Waterfall and hybrid approaches, to achieve clients' business goals. Following BCS Agile certification in September 2016, I was involved in the roll-out of SCRUM, Kanban and elements of DSDM practices across the agency.

COMMUNICATIONS • MANAGEMENT • PLANNING • STRATEGY

## Senior Front-end & WordPress Developer

JUN – DEC 2015

[LogicSpot](#) • Richmond, London

I relocated to West London to join the team at LogicSpot – a boutique Magento e-commerce and WordPress development agency. Alongside my developer role, I managed small client projects, including delivery management and communications. Plus helped to train and mentor junior front-end developers.

E-COMMERCE • DEVELOPMENT • CLIENT COMMS • DEVOPS

## Digital Nomad

FEB – MAY 2015

West Coast, USA

Using my redundancy as an opportunity, I packed up my life into a single carry-on suitcase and spent three months travelling along the Pacific Coast Highway, between Los Angeles and Seattle.

## Web Systems Technician

2011 – 2014

[The Netherhall School & Sixth Form Centre](#) • Cambridge

I joined The Netherhall School's small IT Support team, as their first dedicated Web Systems Technician. My mandate was to apply my industry experience to developing the school's myriad web-based IT systems. During my 3-years I designed, developed and implemented more than a dozen IT and web systems.

- Migration and upgrade of the school's [Moodle](#) virtual learning environment (VLE) and its 300+ courses.
- Redesign of the three public facing websites, by designing and developing a custom 3-in-1 WordPress theme.
- Development of a new WordPress Network platform to support 250+ Media Studies student coursework blogs.
- Installation of a media-streaming server ([Red5](#)) and design of a new front-end UI for the hosted video library.

Working out of the IT Support office meant that I was often called upon to provide first-line IT support; helping staff and students with day-to-day IT hardware and networking issues.

DEVELOPMENT • OPERATIONS • SUPPORT • TRAINING

## Founder

2009 – 2011

[Church is Social™](#) • Cambridge

Foreseeing an influx of Millennials into church leadership positions, I set out to develop a new, social, collaboration-centric church software platform. It took the form of an open-source framework, alongside a premium, hosted service (PaaS). Through plug-n-play features developers could construct collaborative software solutions for common church management tasks.

START-UP • DEVELOPMENT • OPERATIONS • MARKETING

## TOOLSET

Agile (Scrum & Kanban)  
Atlassian JIRA & Confluence  
Bitbucket (Git)  
New Relic  
Sketch, Invision & Zeplin  
Vagrant & Docker

## Education

2006-09

[University of Portsmouth](#)

eBusiness – a hybrid of business studies and web design / development

2004-06

[Netherhall Sixth Form](#)

ICT, Physics, Product Design

1999-04

[The Netherhall School](#)

incl. ICT, Graphic Design & German

## Further Training

JUL 2019

[PRINCE2](#)® 2017 Foundation certification

SEP 2016

[BCS](#) Foundation Certificate in Agile

JAN 2016

[St John Ambulance](#)

Standard first aid certificate

I have held a full and clean UK driving licence since 2006.

References for my recent work history available on request.

