

Martin Hathaway

Senior Technical Project Manager

I am a Senior Technical Project Manager whose web designer and web developer 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.

Senior Technical Project Manager

APR 2021 – PRESENT

[Seatfrog](#) • Remote / Central London

Seatfrog is a tenacious, VC-backed software start-up. Punching above its weight to deliver product innovation and agility into a traditionally under-appreciated industry: passenger rail.

Our small team size means that I'm involved in both the B2C (native Android/iOS and web apps) and B2B (enterprise solutions and integrations) directly to national train companies. I head up day-to-day technical operations for our clients. As well as lend PMO support and rigor to other internal business functions, to ensure we deliver our fast-paced vision and growth strategy.

My projects range from implementation and integration of our core product offerings. To custom, first-of-a-kind technical projects for the rail industry. I enjoy being involved in pre-sales; contributing during solution architecture; and leading delivery with multiple, cross-functional teams and stakeholders.

I line manage a fellow technical project manager. With whom I lead our programme of client deliveries and internal projects.

Working in this heavily regulated market means I interface with several national, governmental and industry regulatory bodies. Excellent stakeholder management and project governance are essential to receiving accreditations and on-time/budget delivery.

PROJECT MANAGEMENT • MOBILE & WEB APPS • INTEGRATIONS

Special Constable

FEB 2022 – PRESENT

[Metropolitan Police Service](#) • London

VOLUNTEERING • LEADERSHIP • INCIDENT MANAGEMENT

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[LinkedIn](#)

[Website](#)

PRODUCTS

Upgrades (Android & iOS apps)

Upgrades (SDK)

Train Swap (web app)

Ticketing (Android & iOS apps)

Flex (web app)

CLIENTS

Avanti West Coast

Caledonian Sleeper

CrossCountry

East Midlands Railway

Grand Central

Great Western Railway

London North Eastern Railway

Northern Railway

Renfe

ScotRail

TransPennine Express

Trenitalia

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

JUN – DEC 2020

Technical Project Manager

[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

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

Technical / Digital Project Manager

2016 – 2019

[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.

My previous technical web development background meant that I could seamlessly communicate inbound business requirements from clients and translate these into functional specifications for the development teams. In effect, covering Business Analyst, Solutions Architect and Tech Lead roles alongside my core Project Management responsibilities.

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.

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
Symfony framework

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.

I am subject to recurring background checks / security vetting in my role as a Special Constable with the Metropolitan Police Service.

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

Product Manager

2010 – PRESENT

[North Aspect Ltd.](#) • Remote

North Aspect Ltd. is a private holding company that manages my small portfolio of wholly owned ventures and business interests.

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

Web Designer & Student Placement

2008 – 2009

[Endis Ltd.](#) • Cambridge

I spent the summer of 2007 designing and developing a range of 40+ website templates for their proprietary .NET-based CMS. In 2008, I was invited back for my 'year-in-industry' and spent 14-months rotating between several teams and departments. I also provided first-line customer support, via email and phone.

WEB DESIGN • CUSTOMER SUPPORT • BILLING & ACCOUNTS