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.

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Senior Technical Project Manager

APR 2021 – PRESENT

Seatfrog • Remote

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

Our small team means that I'm involved in both B2C (native Android/iOS and web apps) and B2B (enterprise solutions and systems integrations) directly to national train companies. My projects range from implementing our core product offerings, to custom, first-of-a-kind digital solutions for the rail industry.

I enjoy overseeing the full project lifecycle. From technical pre-sales and requirements gathering; contributing during solution architecture and user experience design; leading the delivery of multiple projects simultaneously; managing in-house and external cross-functional teams; resource planning for competing client delivery and product roadmap demands; and engaging in stakeholder communication at all levels.

Operating in this heavily regulated market means that I regularly liaise with national, governmental and industry regulatory bodies. Including participation in cybersecurity and fraud prevention groups. Excellent stakeholder management and effective project governance are essential to receiving the required accreditations and successfully delivering an on-time/on-budget programme.

PROJECT MANAGEMENT • MOBILE & WEB APPS • INTEGRATIONS

Special Constable

FEB 2022 – PRESENT

Metropolitan Police Service • London

VOLUNTEERING • LEADERSHIP • CRISIS MANAGEMENT

PRODUCTS

Upgrades (Android & iOS apps)
Upgrades (SDK / white label)
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 Trains
Rail Delivery Group
ScotRail
TransPennine Express
Trenitalia

Technical Project Manager

HighCohesion / Ecommerce Thinking • Remote

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

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. Sprint planning and creating user stories 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

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

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. After achieving 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

Further Training

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

I am subject to ongoing
background checks / security
vetting due to 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

Founder / 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 & Undergraduate 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 rotated
between several teams and business functions.

WEB DESIGN • CUSTOMER SUPPORT • BILLING & ACCOUNTS