

DAVID JORDAN, Digital Project Manager

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Introduction

I am an experienced and enthusiastic digital project manager and qualified **Prince2 practitioner**, based in Cambridge, UK. My background is in user interface design, but I now manage the delivery of digital solutions to business problems via the **Scrum** framework, using my primary skills in **user-centred design** and **creative team management**.

Previous areas of work include large commercial websites, online applications, back-end integrations, public service delivery, Flash games, social networking, online communities, SAAS functionality, interactive installations, content management systems, e-commerce. Some examples of my work can be seen at www.skooba.co.uk.

I am looking for an opportunity to manage the delivery of exciting digital projects.

Employment

Web Project Manager, Cambridgeshire County Council [2008–present]

I have been successfully managing small, medium and large projects in a PRINCE2 environment and have also played an instrumental role in the adoption of the Scrum framework and social media channels at Cambs CC.

Project: Highways Reporting

I am managing this large integration and user-centred project, aiming to deliver more efficient processes and more satisfied customers. It will enable the Contact Centre to handle all communications with customers, and a web-based fault reporting system, integrated with the CRM and works management system via middleware. Aside from the standard Prince2 PM planning tasks, I have also been refining requirements, guiding the product owner (and other stakeholders) in preparing the SCRUM product backlog, redesigning business processes, prototyping user interfaces and conducting user testing.

Project: Local Elections 2009

This project required a solution to receive the results from remote count locations and publish them on the web in the form of an interactive Flash map as quickly as possible. The map also had an autopilot mode for a presentation event in Shire Hall, where elected members and candidates gathered on count day, and the project made use of social media channels via a dedicated Twitter profile (the first for this council) which published results as they came in. Rigid protocol, political sensitivity and the need for speed made designing the information flow, and managing the technical and creative solution an exciting challenge.

Other responsibilities

Aside from the usual Prince2 management duties, I have also been responsible for commissioning 3rd parties and managing supplier relationships, conducting options appraisals, customer research activity, co-ordinating prototype testing, user-centred design, exploring the use of social media and assisting with the creation of online communities.

Creative Project Director, Popcorn Web design [2006–2008]

Working very closely with the Managing Director, I was responsible for leading the team and managing multiple concurrent web projects.

A typical week involved documenting a client's business processes, defining project objectives, producing requirements specs, compiling estimates, planning, user-centred design activities, managing internal staff and liaising with external suppliers, QAing work, reporting on progress, handling change requests, co-ordinating user testing, conducting reviews and producing recommendations

Projects ranged from design-led marketing websites, to bespoke online applications with configurable permission levels, content management systems and SAAS e-commerce functionality.

I designed and introduced a bespoke project management and time monitoring system and oversaw its successful adoption. I optimised offerings from third party suppliers, such as email marketing systems and financial transaction services. I led successful marketing campaigns for the company via the web, email, and print.

I was responsible for building the team momentum and was involved in staff appraisals, mentoring, career development and candidate interviews.

Contract Digital Designer [2005-2006]

Janus Home Systems Ltd, Contract Interface Designer

I designed the Flash-based user interface for a multi-room, home audio control system for Naim Audio, running on wall-mounted and server PSP-style touch screen panels

Figleaves.com, Contract Web Designer

I was responsible for weekly design updates to the website homepage and email newsletters.

Inchcape UK, Contract Web Designer

I redesigned their flagship website (Autobytel) and provided design material for other web and email based campaigns.

Senior Designer/Project Manager, Webzone Ltd. [2001-2005]

As Senior Designer and PM, I created the house brand and user interfaces for Carzone.ie, the main product, and designed national website for many major brands: BMW, MINI, Mercedes Benz, Citroen, Peugeot and Volkswagen. I coordinated the design team, managed projects, and introduced efficient methods for producing creative work. Webzone are now the leading provider of online solutions to the motor trade in Ireland, and were sold to AutoTrader in 2006.

New Media Designer, IBM Ireland Limited [2000-2001]

I joined IBM when they opened a new media department in response to demand. I designed interfaces for data driven sites using HTML and Flash. I took IBM project management methodology training. My major project was designing and coding a Flash shopping game to raise awareness of the incoming Euro currency.

New Media Designer, Ware Anthony Rust [2000]

My work involved design and development of Flash and data driven web sites, CD ROMs, and presentations. I enjoyed being part of an integrated team and, for periods, managing the department, controlling workflow, and successfully coordinating other creatives.

New Media Designer, Krazy Boyz [1999]

A desire to travel led me to arrange a contract with this high profile Cape Town-based new media design company where I produced Director and Flash design work.

Director, Skooba Productions [1996-1999]

I formed this partnership to produce digital design and music for CD ROMs, web sites, and games, including work for Maynard Malone, Dark Matter Design, UUNET, WorldCom and Frontier Developments.

New Media Designer, Cloudscan [1994-1996]

This highly successful multimedia company produced video and interactive work for BBC, Mars inc., Bates Dorland, Apple Europe, Royal Mail, Middle East Consultants, Leo Pharmaceuticals, Phillips and Reed.

I was a BIMA award nominee (Craft Digital Video and Educational categories) for my work on Japan 2000, a CD ROM produced for the BBC for use in schools, adapted from an educational TV series. I was responsible for content editing, video production (throughout off-line, digitisation from tape, editing, dubbing and compression), screen layout, audio digitisation and editing.

Skills

Within project management, I am adept at communicating complex requirements both to team and stakeholders, managing expectations, building project momentum, planning, scheduling, co-ordinating resources (internal and external), budgeting, monitoring, risk management, change control, stakeholder and board management, project team management and co-ordinating project delivery.

Designing for usability, I'm experienced in user-centred design methods such as data (stats) analysis, requirements gathering, user interviews, personas, observation, card sorting, lo-fi prototyping, evaluation, iterative design, user testing and implementing change and measuring effectiveness.

Other useful skills I have developed along the way include: presenting, pitching, copy-writing, branding, customer research, banner ads, business process redesign, Google Analytics, Webtrends, online mapping, domain management, search engine optimisation, and some server-side coding.

Education & Training

1994: University of the West of England, Bristol - BA (Hons) Time Based Media

2001: IBM Global Resources Method (Project Management) Training

2007: Open University - User Interface Design & Evaluation - M873

2008: ILM Award in First Line Management Level 3

2009: Prince2 Practitioner

2009: Agile Scrum methodology awareness

2010: Lean Systems Thinking

Software

I have an excellent knowledge of most packages and online applications used in managing and delivering digital projects, including MS Excel, Visio, Project, Basecamp, Adobe Photoshop, Illustrator, Flash, Premiere, After Effects, and have advanced hand-coded XHTML, CSS and some JavaScript.

References

I can supply references as required.