Samantha Haynes

Migration and Modernisation Solutions Architect

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An international IT professional, with 25+ years' experience, working for blue-chip/Fortune 500 enterprises such as Amazon Web Services (AWS), Hewlett Packard, Fujitsu and Accenture within the IT, Finance, Telecommunications, Healthcare, Financial and Audio/Acoustics industries.

Working in varied roles as a consultant, solutions architect, engineer, business analyst and systems analyst, have provided the opportunities to leverage technology for strategic or tactical purposes to help customers combat their business challenges. Leading successful activities utilizing cloud technology that are technically broad and deep for large customers by providing recommendations on areas such as security, cost and reliability.

Also, delivered complex acoustic projects across the secondary sector of the economy as well as acting as a technical intermediary between customers, businesses and stakeholders.

A passion for seeking to further harness business principles/patterns and group modelling like EventStorming, Domain Driven Design and technology to resolve problems for organisations. A skilled verbal and written communicator, comfortable with all levels of business, with the ability to cultivate meaningful connections. A contributor to individual skills development, team dynamics and bottom-line performance.

Always striving for the chance to develop deeper expertise using AWS services, continuous modernization tooling and other cloud provider technologies. Plus, to continue being creative, dynamic, and passionate about learning and scaling knowledge.

Skills

Stakeholder Engagement

Excellent

Analytical and Critical Thinking

Excellent

Team Leadership

Excellent

Public Speaking

Excellent

Software Development Lifecycle Framework

Excellent

AWS	**Excellent**
Cloud Architecture	**Good**
Coding language concepts (Java, .Net, Python)	**Good**
JSON	**Good**
DevOps Process	**Good**
HTML	**Good**
CSS	**Good**
Agile	**Good**
ArchiMate	**Good**

Work History

2022-07 - Present

EMEA Migration and Modernisation Solutions Architect

Amazon Web Services (AWS), London, UK

- Built technical relationships with customers to develop solutions that accelerate their cloud migration and/or modernization journey.
- Engaged with senior customer leaders and technical stakeholders to help them achieve increased significant business value by leading migration or modernization engagements which includes: – defining a migration/modernization strategy and refactoring monolithic applications into cloud design architecture – microservices, service-oriented.
- Evangelizing and educating about AWS technology internally and externally to Partners and customers through workshops and public speaking e.g. AWS Innovate Conference.
- AWS Services Domains primarily working with: Migration & Transfer, Network & Content Delivery, Security, Identity & Compliance, Compute, Database, Storage, Dev Tools, Management & Governance and Front-end Web & Mobile.

2019-07 - 2022-07

Senior Solutions Architect

Capgemini, London, UK

Business/Technical Solution Architect

Jul 2019 - Sep 2019

Client: Heathrow Airport Ltd. - London, UK - Incident Management

- Produced incident management options study, business requirements documents and high-level design solutions.
- Initiated thorough investigation into 3rd party suppliers who had potential SaaS incident management solutions as well as investigating PaaS option using MS Azure technology.
- Engagement with both Heathrow business and I.T. users to compile final deliverables and prepare presentation to senior Heathrow business and I.T. stakeholders.

Technical Solution Architect

Sep 2019 - Nov 2019

Client: Heathrow Airport Ltd. - London, UK - Cargo Programme

- Working on a greenfield cargo project being the lead in driving the offshore team to compile content for the Request for Proposal.
- Forming a technical view of overall requirements by understanding many complexities of potential interfacing systems by creating a contextual viewpoint.
- Identified an opportunity with a competitor and compiled a deck presenting the differentiators.
- Fostering client relationships as well as with external stakeholders to build an extensive understanding of the cargo programme.

Technical Solution Architect

Dec 2019 - Mar 2020

Client: Driver and Vehicle Licensing Agency (DVLA) - Swansea, UK

- Appointed to lead and communicate interdependencies between solutions developed by Capgemini and DVLA to facilitate the integration of Capgemini designs with DVLA systems.
- Managed various workshops when designs were agreed - Build, Test, Service and Security Engagement.
- Worked on an AWS focused Enquiry Service project which is an API and datastore serving enquiry-based view of data from external systems.
- Compilation of onboarding presentation pack for technical solution architects.
- Pro-active in investigating some of the platform services and creation of service management reporting document comparing Kibana and Instana.

Technical Solution Architect

June 2020 - Nov 2020

Client: Ministry of Justice - HMCTS - London, UK - Crime Programme - API Naming Convention
- Creating REST API Naming Standard document. The API design had to be carefully considered to increase its resilience and to ensure long-term usability.

- Collaborating with stakeholders to develop understanding of HMCTS business as well as gaining functional and technical understanding of the crime platform.
- Presenting the design to the programme governance board and subsequently approved for usage.

Technical Solution Architect

Nov 2020 - Jan 2021

Client: Ministry of Justice - HMCTS - London, UK - Crime Programme - Caching Solution

- Lead in creating low-level design document for a generic caching capability for the Crime application.
- Involved heavy collaboration with client development team and continually negotiating an appropriate caching solution.
- Presenting to the programme governance board and subsequently approved and taken forward for implementation.

Technical Solution Architect

Jan 2021 - July 2021

Client: Ministry of Justice - HMCTS - London, UK - Crime Programme - CPS (Crown Prosecution Service)

- Developing several target architectures for key CPS business activities, with designs delivering functional and non-functional requirements for the business and clearly articulating the solutions.
- Undertaking risk management for designs - identifying and classifying design and delivery alongside any mitigations to reduce criticality of the risks.

Technical Solution Architect

July 2021 - Nov 2021

Client: Ministry of Justice - HMCTS - London, UK - Crime Programme

- Delivering Interface Control Documents for important external interfaces used by partners.
- Providing cover for other technical architects when needed to ensure continued delivery of increments.

Business Architect and Technical Solution Architect

Jan 2022 - Present

Client: Ministry of Justice - HMCTS - London, UK - Crime Programme

- Developing a set of comprehensive business and technical architectures for increments in preparation for high-level and low-level design documents.

Additional Capgemini Responsibilities

- Lead on Employee questionnaire - Growth Stream. To understand what employees, need in terms of growth within Capgemini.
- Contributed to the company newsletter for Europe by writing a blog - "Architect in the Spotlight"

2018-10 - 2019-06

AWS Solution Architect Skills Development

Personal Development, Harrow, UK

- Personal development undertaken to pursue a return to the I.T. industry for a Solution Architect role using AWS. Using my initiative, I studied and undertook the AWS Certified Solutions Architect -Associate and the VMware Certified Associate - Digital Business Transformation exams. To achieve a better understanding of cloud technology I had undertaken further AWS studies by:
- Understanding Cloud Best Practices - large enterprises migrating to the cloud.
- Familiarising myself with AWS Well Architected Framework and AWS Cloud Adoption Framework.
- Understanding Serverless by gaining further knowledge in HTML, CSS and JavaScript to develop my website which is hosted on Route 53 using S3, CloudFront and Certificate Manager.
- Attended several AWS webinars and summits.
- Started cloud blog - www.blog.auberginebleu.com

2018-04 - 2018-09

Acoustic Consultant

AF Buildings, Aarhus, Denmark

- Leading or involved in a range of projects working with project managers and shareholders, room acoustics prediction software was used to identify the acoustical performance of spaces and to design solutions to fit the intended purpose of the area.

2015-09 - 2018-04

Acoustic Consultant

Applied Acoustic Design, Egham, UK

- Principally working within the environmental and building sectors advising clients on topics such as land development, transportation noise, building acoustics and recreational noise and working with architects, planners and design engineers to architect noise solutions or to mitigate noise.

2014-11- 2015-09

Graduate Acoustician

Peter Brett Associates, Reading, UK

- Graduate role undertaking noise and vibration surveys and writing assessment reports using common governmental legislation and standards.

| 2007-07- | **Amdocs Senior Systems Engineer** |
| 2011-10 | Sunrise Telecommunications, Zurich, Switzerland |

- Effectively leading diverse range of user and system support activities for company's mobile business processes across its customer self-service and point-of-sale tools portfolio, especially related to its extensively used principal application Amdocs CRM v13.1/6.0.
- Successfully conceptualised, established and managed problem management process across seven company teams by implementing methodology that facilitated incident prevention and minimised impact of unpreventable incidents.
- Achieved savings totalling hundreds of thousands of Euros by meticulously investigating Kenan Arbor billing issues related to unallocated calls.

| 2006-08 - | **Technical Applications Engineer** |
| 2007-06 | Fujitsu Managed Services, Sydney, Australia |

- Effectively project managed successful data migration initiative facilitating transfer of business-critical data from Remedy to Unicenter Service Desk (USD) for 30+ Australia based companies as well as providing additional 3rd level support for Remedy v8 and Amdocs CRM v11.1.
- Received extremely positive feedback for delivering migration project over weekends and nights to agreed time, quality and budget parameters, and without any service interruption during working hours, using transparent processes for customer that subsequently led to them continuing their contract.

| 2003-12 – | **Amdocs Consultant** |
| 2006-07 | Hewlett Packard Managed Services, Sydney, Australia |

- Successfully led wide range of day-to-day activities as part of company's lucrative 3rd level support of Amdocs CRM v11 for number of blue-chip companies across various industries throughout Asia-Pacific region as well as for HP's internal customers.
- Received plaudits for enhancing company's image as service provider with capability of supplying excellent service, reduced cost and flexibility by successfully setting up and managing outsourcing initiative in India. Managed smooth transition of project that implemented service management task force as part of company's outsourcing programme and designed and executed education and training programme supporting transition.

Education

| 2015-10 - | **Master of Science: Environmental and Architectural Acoustics** |
| 2018-10 | London South Bank University - London, UK |

Final Year Thesis - Acoustics of the Chorus Rehearsal Room at the Royal Opera House, Covent Garden: The acoustic treatment of the room to improve the aural experience of the choral singers by conducting a sound survey and computer modelling of the space using 3D and geometric acoustic modelling software packages.

- Distinction Awarded

2012-10 -
2014-08

Bachelor of Science: Audio Engineering

SAE Institute/Middlesex University - London, UK

Final Year Dissertation - The effect of a built-in active DSP variable crossover programmed on a microprocessor in an infinite enclosure: Designed and implemented an active DSP driven variable crossover programmed using Pure Data on a Raspberry Pi microprocessor within an existing speaker cabinet.

- First Class Degree Awarded

Memberships

- Audio Engineering Society (AES)
- Acoustical Society of America
- Institute of Acoustics (IOA) UK
- Society of Motion Picture and Television Engineers (SMPTE)

Certifications

2022-01	AWS Certified Solutions Architect - Associate
2020-01	Microsoft Azure Fundamentals
2019-03	Introduction to AWS Media Services
2019-03	VMware Certified Associate - Digital Business Transformation