NICK GUSHLOW | SENIOR ENTERPRISE SOLUTIONS ARCHITECT

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A Senior Enterprise Solutions Architect with several years of experience producing solutions to the complex requirements of a varied group of companies. Focused on a product-centric designs and development I work with product and business owners to scope, design and deliver projects, often marrying new IT technology with legacy systems.

Experience

Solution Architect – Customer & Digital, Specsavers
October 2021 – Present

Specsavers is a £3.6 billion group of 2,600 businesses working in the optometry, audiology, domiciliary and ophthalmology sectors across 11 countries with 43 million customers worldwide.

Focused on digital, customer-centric interactions with architectural responsibility for two areas - Find & Book and Browse & Search – serving 1.8 million customers a week. A key part of the role has been driving a worldwide, multi-year re-platform of both areas alongside continual evolution of both products.

Responsibilities:

- Working with Product Owners and Business Owners to design solutions in-line with strategic goals.

- Assisting the product and delivery teams in creation and delivery of roadmaps.

- Daily interactions with external service providers for development, design (UX/UI) and marketing.

- Working with vendors to ensure functionality of their products meet requirements and that we can interact with them from our other products.

- Involvement with InfoSec, Data Protection and Legal teams to ensure our products meet security and regulatory requirements in each of the countries we operate in.

- Workload management and guidance for the technical/product architects from our development partners.

- Ensuring digital products align with other business areas (clinical, retail, supply chain, etc.) and the wider group strategy through collaboration with the EAs and the SAs across Specsavers Global Architecture.

- Participation within governance boards and processes to ensure successful approval of designs and key-decisions and ensuring adherence to patterns and standards.

- Collaborating with product teams and management to ensure our Ways of Working are continually adapted to help provide successful delivery of both agile and waterfall workstreams.

- Responsible for onboarding of new SAs and EAs into the Specsavers Global Architecture team.

Senior Enterprise Solutions Architect, Westcoast (Holdings) Ltd, Reading
August 2016 – October 2021

Westcoast (Holdings) Limited is a £3.4 billion group of European companies comprising of IT resellers, IT distribution and IT manufacturing.

Responsibilities:

- Manage a mixed skillset, geographically diverse team of systems architects, analysts and developers, providing technical direction, mentoring and governance.

- Design and deliver IT systems across the group in a cost-effective, timely and supportable manner.

- Provide a consultancy function to the business units from project inception through to final delivery helping shape and build a solution that fits within project and business constraints.

- Use a combination of off-the-shelf products, customisation or bespoke development.

- Provide strategic direction, taking into consideration IT strategy, company strategy and the wider group strategy.

- Working with all users up to and including the C-suite members both internal and external.

- Challenge business direction, business processes and propose change when appropriate.

- Keep to governance and restrictions from our Infosec Department to ensure compliance with legislation and standards such as GDPR, PCI and ISO27001.

- Vendor selection and management ranging from small development agencies through to large multi-national consultancies.

Notable projects include:

- Implementation of Robotic Process Automation to improve efficiencies across the group.

- Azure based, serverless, automated quoting system processing over 1000 quotes per day

- Upgrade and customisation of CRM for a 300 user company covering all business functions including Bids, Sales, Project Services, Marketing and Customer Services.

- Selection, customisation and implementation of a Product Information Management system to handle 250,000+ products for a Product Data Team with no previous exposure to PIM or MDM.

- Electronic Integration (JSON, XML, etc.) into multiple vendor, reseller and SaaS systems.

Systems Architect, Westcoast (Holdings) Ltd, Reading
August 2014 - July 2016

Responsible for the design and management of software solutions within in Westcoast's Business Applications area. Delivered projects for both internal and external use include CRM, Credit Card risk management and search.

Senior Developer, Westcoast Limited, Reading
February 2004 - August 2014
Lead developer on a team responsible for all electronic business contributing over £150million a year to the group's turnover, which included the management of the mid and junior level developers and their projects covering all web sites in the group and programs to run EDI business.

Freelance Web Developer
May 2002 – February 2004
Various web development contracts for multiple clients.

Web Developer, Dynamic Web Solutions, Reading
June 2000 - May 2002
Development of e-commerce sites, software delivery platforms and helpdesk call-management systems.

Education
1995 - 2000
University of Portsmouth — B.Sc. (Hons.) Business Information Systems