Chiko Shire

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SYSTEMS DEVELOPMENT MANAGER | BUSINESS SYSTEMS DELIVERY | STAKEHOLDER & SUPPLIER MANAGEMENT

PROFILE

Technical delivery consultant with 7+ years leading business systems, workflow and platform initiatives for organisations across the UK, US, UAE and Europe. Experienced running end-to-end delivery: requirements discovery, stakeholder engagement, translating business needs into practical systems solutions, coordinating internal teams and external technology partners, and ensuring smooth transition of new systems into business-as-usual support. Comfortable balancing strategic planning with hands-on delivery across multiple concurrent initiatives, and motivated by roles where technology is used in service of a wider organisational mission.

CORE COMPETENCIES

- Portfolio & project delivery: leading multiple concurrent systems/technology initiatives across tools including Trello, Asana, Jira, Monday.com and Notion, managing delivery plans, milestones, dependencies and risk; eventually built a bespoke PM system (Orbit OS) after finding off-the-shelf tools insufficient
- Business analysis: requirements discovery, stakeholder interviews, process mapping, translating business needs into practical systems solutions
- Systems delivery: CRM and platform architecture, client/staff portals, workflow automation, reporting dashboards, data and information management initiatives
- Stakeholder & supplier management: working across departments and with external suppliers/technology partners to align priorities, coordinate delivery and land value
- Technical fluency: React, TypeScript, Supabase, Cloudflare, REST APIs, role-based data and reporting logic, plus hands-on experience with Microsoft Dynamics 365, and working familiarity with Power Platform, Power BI and Business Central
- Business-as-usual transition: documentation, training, walkthroughs and handover material so teams can operate new systems confidently after go-live

SELECTED SYSTEMS DELIVERY

Aurum Contracts - Job management, reporting and payment application workflows

Client platform delivery | Data exports | User permissions | Status logic | Workflow debugging

Problem: Aurum's platform processes 50-70 contract jobs a day, and needed a more tailored job-management flow spanning payment applications, reports and internal team workflows.
Delivery: Led requirements discovery with office stakeholders, then delivered bulk payment application creation, contract-specific filtering, export/reporting columns, job import mapping, status synchronisation and role-based file visibility.

Value: Ongoing stakeholder walkthroughs, live troubleshooting and structured feedback cycles kept the platform aligned to real operational needs.

HARC Solutions - Cleaning operations, quote flow and native app foundation

Production platform delivery | React, TypeScript, Supabase, Stripe, Cloudflare, role-based portals

Problem: HARC were moving from scattered email, WhatsApp and spreadsheet processes into a clearer, joined-up service workflow.

Delivery: Coordinated delivery across public site, quote/booking flow, admin operations, client portal, staff workflows and role-based data/auth, working directly with the client team throughout.
Value: Operational troubleshooting, production support and a phased delivery approach kept the business running while the new system bedded in.

Kindah Enterprises - Investor onboarding and follow-up journey

Investment and real estate platform | Requirements discovery | Qualification flow | Follow-up system

Problem: Kindah needed a structured way to capture investor interest and progress enquiries for luxury hospitality and real estate projects.

Delivery: Mapped stakeholder requirements and translated a high-trust client journey into a clear intake, qualification and follow-up system.

Value: Gave the business a repeatable, trackable process where there had previously been none.

PROFESSIONAL EXPERIENCE

Contract Technical Implementation Consultant (operating at Systems & Delivery Manager level)
Mar 2019 - Present

Client engagements via TUXX Agency | London & Remote | UK, US, UAE, Europe

- Led a portfolio of concurrent systems and technology initiatives for multiple clients, replacing fragmented tools, spreadsheets and manual processes with structured platforms and workflows.
- Ran client discovery sessions, mapped requirements, diagnosed process bottlenecks and translated business needs into practical delivery plans with clear milestones.
- Coordinated delivery across internal teams and external technology partners, managing dependencies and risk to keep multiple initiatives moving in parallel.
- Acted as primary point of contact for stakeholders: gathering feedback, explaining system behaviour, prioritising fixes and guiding teams through new ways of working.
- Produced onboarding notes, walkthroughs, documentation and handover material so client teams could operate new systems confidently after go-live, supporting a smooth transition into business-as-usual.

Senior Creative Technologist & Consultant Aug 2024 - Feb 2026
Creative Concepts Agency | London / Remote

- Consult where technology, brand systems and stakeholder experience intersect for premium client projects.
- Support technical execution across bespoke platforms, CRM architecture and digital infrastructure from initial brief through to delivery.
- Translate client needs into workable systems, aligning creative, commercial and technical stakeholders around clear delivery outcomes.

Senior Agency Partner Mar 2019 - Present
Creative Concepts Agency | Contract

- Shaped delivery strategy and execution plans across client engagements, balancing strategic thinking with practical delivery.
- Built experience explaining complex recommendations clearly to senior non-technical stakeholders and turning business needs into actionable delivery plans.

ADDITIONAL EXPERIENCE

Senior Strategist Jun 2025 - Dec 2025
Whitefriar | USA / Remote
- Developed positioning and delivery strategies for executives and high-growth businesses, diagnosing gaps and producing structured execution plans.
- Communicated nuanced recommendations directly to senior stakeholders in a consulting capacity.

Property Consultant Nov 2019 - Aug 2020
Foxtons | London | Full-time
- Managed a high-volume client pipeline across qualification, valuations, stock coordination and follow-up in a target-driven, process-heavy environment.
- Developed strong stakeholder-facing discipline in negotiation, CRM usage and pipeline/process management.

Earlier Experience
Benediction - Creative Director (2014-2020): research-led creative lab exploring product thinking, systems design and behavioural experimentation.
Ginger Promotions - Team Leader (2017-2019): led, coached and recruited teams delivering national commercial and charity campaigns.
Midnight Madness Sports & Entertainment - Brand Manager / Media (2014-2017): brand, design, social media, video and content for the UK's largest basketball programme.
Reach & Teach Sports & Education - Media Manager (2013-2016): website, social media, photography and video for a youth sport and education charity.

SELECTED PRODUCT WORK

Orbit OS - Agency operating system

Product build | React, TypeScript, Supabase, Cloudflare, GitHub, AI provider integration
- Built an operational platform combining project management, CRM, client inbox, agreements, scheduling, finance, notes and AI-assisted task generation into one workspace.
- Designed workflow boards, task progression, status indicators, multi-tenant data separation and internal reporting/automation features.

Benediction Lab - Research, content and commerce platform
Product site | React, TypeScript, Vite, Supabase, Cloudflare
- Built a conceptual research and product platform spanning films, experiments, research, store content and admin surfaces.
- Demonstrates long-running system ownership, delivery taste and the ability to turn abstract ideas into deployable digital infrastructure.

EDUCATION
Woodhouse College - A Levels + BTEC | English A, Biology B, Maths B, Psychology AS Level B | 2012-2013
Haringey Basketball Academy - Sports Level 3, Distinction | 2012-2013