

Joseph George



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PROFILE

Experienced technology professional seeking a mid to senior role. Over seven years' experience in project management, fifteen years in deployment of web applications, and over eight years in UI design and UX research. Highly experienced in front-end design, team leadership, management, fundraising, technical writing, and training.

Certified by Google (Project Management) as well as Microsoft (Web Development) and MacVarsity (Digital Publishing), I have international experience and have also spoken at civil society conferences at Philadelphia, USA and Stockholm, Sweden.

I also worked with a Danish company (COWI) to lead community engagement with the Media Institute of Southern Africa. I have a deep interest in iterative development using Agile methodology.

EMPLOYMENT SUMMARY

Lead UX Engineer (Fintech)

2021 - current

I lead an outsourced team designing the user experience for a mobile app in the fintech industry. The project uses Agile methodology. Non-disclosure provisions apply until the app is released.

Civicus - Innovation for Change (Technology Officer)

2020 - 2021

Contract

- Technology leadership to seven regional civil society hubs: Central Asia, East Asia, Africa, Middle East/North Africa, Latin America, Pacific, and South Asia
- Conducted a series of multi-regional UX workshops and used Agile philosophy to implement a cloud-based regional co-operation platform. Based on these discussions, I helped deploy two enterprise-level web applications.

RealTech (Programme, UX and Project Lead)

2007 - 2020

- Project manager and lead developer of a complex role-based social media network for South African Broadcasting Corporation;
- Provided expert consultation and deployed websites for the United Nations Development Programme (UNDP);

- Deployed an end-to-end e-commerce solution for Metpress Steelworks, Johannesburg (Magento);
- Served as full-stack developer and trainer with the Water Resource Commission, Pretoria;
- Contracted as ICT manager by Centre for Conscious Leadership, South Africa;
- Contracted by COWI, Denmark to conduct ICT evaluations and lead community engagement with various civil society organisations including the Media Institute of South Africa.

SANGONeT (Manager/Project Manager/Web Developer) 1999 – 2007

- Founder and lead developer of the NGO.ZA platform - now called TechSoup South Africa after being acquired by a USA-based organisation;
- Implemented a country-wide Central Case Management System for paralegals, serving as project manager;
- Organised two annual ICTs for Civil Society conferences, including planning, fundraising and implementation;
- Managed the web department comprising five staff people and serving 60+ NGO clients;
- Deployed over 30 websites in HTML/CSS/WordPress, Drupal, and Joomla and with a focus on simplified intuitive UIs.
- Conducted ICT training (including developing coursework);
- Wrote annual business plans, funders' reports, and budgetary planning.

Media World's Digital Video Facility 1997 – 1999

- Implemented a new subtitling software and hardware system which was sourced from Cavena/Edgeware (Sweden).

Prior Experience

Worked for three years as graphical user-interface designer for multimedia CD-ROMs, honing my user experience (UX) expertise at Media Fusion and Multimedia Station.

AREAS OF EXPERTISE

- Excellent project management, report-writing and analytical skills – *Expert*
- Highly experienced in compiling UX and UI documentation – *Expert*
- Business to business (B2B) experience with organisations such as the SABC, the Charles Mott Foundation, the Swedish International Development Agency (SIDA) and the Ford Foundation – *Expert*
- Excellent workshop facilitation and training skills – *Expert*
- Large programme/multi-stakeholder experience
- Skilled negotiator, good leadership qualities
- Agile and Scrum framework experience

TECHNICAL SKILLS

- Figma (UX), Adobe XD, Maze remote testing
- Linux Apache mySQL PHP (LAMP) environment
- Laravel PHP Framework
- ReactJS
- AWS, Google Cloud, Amazon EC
- Jira
- Github
- Microsoft Azure DevOps
- Content Management Systems (CMS) - WordPress, Joomla, Drupal, ProcessWire
- E-commerce software - Magento, Prestashop, Woocommerce
- IIS, .Net
- HTML5, CSS, JQuery
- Kanban, Trello, Asana

ACADEMICS

Mass Media & Communication (MA) – Karnataka State University
B Tech Mechanical Engineering – Bangalore University (*completed*)

PROFESSIONAL CERTIFICATION

- Agile Development and Scrum - *IBM*
- UI / UX Design Specialisation - *California Institute of the Arts (CalArts)*
- User Experience: Research & Prototyping - *UC San Diego*
- Project Management - *Accredited Google Certification*
- Foundations of Project Management - *Accredited Google Certification*
- Financial Management; Systems & Controls, *CMBS*
- Certified Professional: Web Applications (MCP) - *Microsoft*
- MacVarsity Multimedia Professional Certificate - *Media Fusion*

PERSONAL DETAILS

Name: JOSEPH GEORGE

Date of birth: 18 MARCH 1971

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Location: Pretoria, South Africa (open to relocation or a remote position)

INTERESTING WORK I HAVE DONE

- **Paralegal CCMS (Central Case Management System):** A nationwide project funded by Atlantic Philanthropies, the CCMS is designed to allow multiple organisations and paralegal offices to access, input and modify a central database of case records. It is a thin-client application that eliminates the need to install and maintain software at each office. Since the end-users were not proficient in computer usage we had to develop very simple and intuitive user interfaces.
- **NGO.ZA:** A unique civil society-private sector joint venture that I founded at SANGONeT. This is an ICT procurement platform, in partnership with major private sector companies, for the benefit of nongovernmental organisations (NGOs) across Africa. Over a thousand organisations benefited under during my tenure at the project. With the inclusion of Microsoft and Cisco as main strategic partners, NGO.ZA was acquired by USA-based TechSoup Global. It is now branded as TechSoup Africa. It serves a broad spectrum of NGOs across Africa.
- **ICT Audits:** I was contracted by a consulting firm in Denmark (COWI - www.cowi.com) to conduct a wide-ranging regional ICT evaluation of the Media Institute of Southern Africa (MISA) on behalf of their funders. Eleven African country offices of MISA were included in the evaluation. I wrote a detailed 70-page report based on my evaluation which was very well received by the client.
- **Conferences:** I played a key role in the initiating, fund raising and organising of two major sub-Saharan ICT conferences: the SANGONeT ICT for Civil Society Conference.
- **Government Liaison:** Represented civil society at the Presidential National Commission – Information Society and Development (PNC-ISAD) and the Government Information Officers Technology Council (GITOC) workshops on open-source software.
- **Papers:** I have delivered several papers including one to the Swedish International Development Cooperation Agency (SIDA), Stockholm, on ICT utilisation by civil society in Southern Africa. I participated (by invitation) in the Nonprofit Technology Conference 2004, Philadelphia. I have spoken widely at various workshops, forums, and conferences in the ICT space.

MEMBERSHIPS

- Mensa - Member
- Internet Society (ISOC) - Member
- ZA Domain Name Authority (ZADNA) - Member