

CHALLENGING THROUGH CURIOSITY

www.withafreshsetofeyes.com

neil@withafreshsetofeyes.com

<https://www.linkedin.com/in/neilcalvert/>

+64 27 612 5615

NEIL
CALVERT

SUMMARY

I am a problem solver. Through critical thinking; taking a transactional approach to identifying individual, group and organisational aims, I bring a nimbleness and creativity to the process of helping people and businesses, make a difference. I challenge the view of the business, am empathetic towards people's experience, inspire all to become positive about change, align with strategic goals, maintain a level of energy that gets things done and become your change advocate.

Taking people on the journey is critical; over the years of my career, I have made it a priority to treat people with humanity, listening to their ideas and concerns and involving them in the process of change to enable the business culture to evolve to deliver value.

My technical understanding coupled with my business knowledge enables me to translate the most complex ideas into simple language that everyone can understand so that decisions are made based on evidence.

My work helps build a true understanding of where a business is today and where it can be in the future, accounting for the opportunity presented by the technical advances available to us as we strive to meet the demands of the Digital Citizen.

CAPABILITY AND EDUCATION SUMMARY

- 15+ years' experience within the global business community
- 8+ years' experience working with enterprise business implementations
- Transactionalism through Fundamentals of Transaction, Mechanics & Practice; Influence Ecology, 2016-present
- Requirements Engineer, Business Analyst; British Computer Society, 2008
- BSc Hons - Mapping Science and Environmental Science
- Expertise in transforming the business through digital twin of the organisation, managing information as an asset, developing information as a second language, workshops, business process modelling, requirements engineering and business case documentation
- Expertise in the management of information to meet the aims and objectives of enterprise organisations
- Expertise in the delivery of cross-organisational solutions using information infrastructures to deliver business outcomes
- Experience of architecting and deploying information systems

SUMMARY OF MAJOR ACHIEVEMENTS

- The creation and development of the world's first infonomics [the monetisation of information] platform, LINQ, enabling organisations to prioritise digital transformation through the understanding of information purpose within the enterprise following seed funding raise of \$4.5M
- Enabling subscriptions renewal at a rate >90% through the development and delivery of a Customer Success programme
- Enabling sales of a market defining platform into multiple business sectors using the "Challenger" approach
- The development of Climate.IQ, CINCS prototype SaaS carbon trading system

- The establishment of Spatial.IQ Consulting following departure from NSG NZ with 2 of my colleagues
- Managing the continued growth and profitability of NSG NZ; facilitating the doubling in headcount, revenue and profitability in a 12-month period
- The design, development and deployment of New Zealand's first Geospatial Cloud offering, geoCirrus and its evolution to include multi-node deployments in NZ and the US
- Internal executive stakeholder to CERA (Christchurch Earthquake Recovery Authority) responsible for the delivery of geospatial capability services in support of Earthquake recovery

CORE COMPETENCIES

Strategic Consultancy
 Information Flow Modelling
 Information-as-a-Second Language
 Customer Success Enablement
 Strategic Account Management
 New Business Development
 Change Management

Requirements Engineering
 Business Case Development
 Use Case Definition
 Workshop Facilitation
 Technical Presentation
 Business Process Transformation
 Business Analysis

EXPERIENCE

OWNER & PRINCIPAL CONSULTANT; WITH A FRESH SET OF EYES

JUNE 2018 – PRESENT

With a Fresh Set of Eyes is the vehicle through which I offer consulting based on my experience and expertise. I may or may not use the LINQ platform to assist with my consulting; the depends upon the engagement and whether LINQ can offer value to the work.

OWNER, DIRECTOR, CHIEF EXECUTIVE OFFICER; LINQ LTD

SEPTEMBER 2015 – PRESENT

The creation of LINQ as a business and platform came from the success of the development of the LINQ methodology within the spatial marketplace. After gaining investment, the organisation focused on the development and sale of the LINQ platform to enable organisations to understand and manage their information as an asset, through the modelling of the Digital Twin of the Organisation.

The key outcomes I delivered for the business include:

Governance

Executive member of the Board; stakeholder and shareholder management
 Company strategy development; delivering long-term results
 Financial Management of operational budget; maintaining operational integrity

Customer Success

Achieved subscription renewals above 90%
 Delivered 10x ROI on customer investment
 Developed customer success processes and implemented supporting technology

Sales

Development of company sales process, presentation material and demonstration of platform
Highly competent in the Challenger sales technique; developing an ARR of \$1M
Successfully sold into Utility, Healthcare, Telco, Local and Central Government sectors

Marketing

Developed collateral for the marketing of LINQ; created relevance in a developing market
Authored material for the LINQ blog; communication of the benefits of LINQ in a focused way
Presented at industry events; delivering commercial insights

Research

Co-author of the LINQ methodology; creating the world's first "infonomics" platform
Continued R&D to add new capabilities into the platform in response to industry need
Management of the development team through JIRA and agile processes
Capture of new processes within LINQ to continue the development of the platform

OWNER, DIRECTOR AND PRINCIPAL CONSULTANT OF SPATIAL.IQ LTD.

OCTOBER 2012 – SEPTEMBER 2015

As the Founder of Spatial.IQ I developed the operating model for a specialist spatial consultancy delivering outcomes to customers in New Zealand.

My role as Director and principal consultant focuses on providing strategic consultancy in to the Enterprise Business sector including;

Key achievements include:

- Consultancy, stakeholder management, requirements gathering, project management and business analysis for government departments and private companies across New Zealand
- Development and delivery of the Spatial.LINQ methodology including the move to gain investment for the development of a cloud platform enabling organisations to understand their Spatial Value Chains in support of business outcomes
- Developing and managing the relationship with an overseas development team for the implementation of a Climate Risk platform
- Developing and managing the development project and implementation plan for the delivery of a Climate Risk platform with CINCS, a US based organisation
- Building a profitable organisation of 5 senior consultants

GENERAL MANAGER OPERATIONS & DELIVERY AT NORTHSOUTH GIS NEW ZEALAND

MARCH 2010 – OCTOBER 2012 (2 YEARS 7 MONTHS)

As a member of the NSG NZ Management Team I was responsible for ensuring the on-going success of the business from a client relationship and financial point of view.

As Delivery Manager I was responsible for ensuring that solutions were built which met the actual needs of the client. This involved early inclusion in requirements, design and architecture decisions as well as overseeing development and delivery processes.

As Operations Manager I ensured that internal efficiencies were achieved through continuous improvement. This included business process transformation to ensure the organisation was as progressive as possible; moving back office systems to the Cloud and moving to operational monthly subscriptions. This included a migration to Office 365 and Microsoft Dynamics in the cloud; both successfully implemented and used on a daily basis.

Key tasks of my role were:

- Company Growth; managing the organisation through a period of significant growth and helping to direct that growth through decisions such as reseller agreements with appropriate partner organisations
- Big Picture Thinking; ensuring that we acknowledged our strategy as we perform our daily operations; keeping the whole in mind as we tackled and solved the challenges of the day
- Innovation; being involved in emerging in to new markets with smart technology integrations
- New Business Development; working with existing and new customers to develop mutually successful partnerships
- Consultancy; actively working with clients to implement geospatial solutions which met their business outcome requirements, drawing on my expertise in process engineering, business transformation, data management and solution architecture
- Business Analysis; building the business cases and requirements documentation needed for successful deliveries
- Leadership and Management; line management and change management responsibilities of the NSG NZ delivery team
- Partner Management; liaison with global key partners

Key achievements included:

- Successful negotiation and implementation of a long-term million dollar support contract with the Canterbury Earthquake Recovery Authority
- Planning and delivery of a technology change to a web based solution provided to more than 20 customers across New Zealand including Local and Regional Government
- Doubling the size of NSG in terms of staff numbers, revenue and profits

CUSTOMER CARE GROUP MANAGER AT EAGLE TECHNOLOGY

FEBRUARY 2009 - MARCH 2010 (1 YEAR 2 MONTHS)

Building on the experience of starting the Customer Care Group at Esri UK, I was asked to initiate the same approach to proactive customer support Eagle Technology, the New Zealand Esri Distributor. It is this role that brought me with my family to New Zealand.

The role responsibilities included:

- Customer Relationship Management, Use Case Development, Business Case Development, Developing and managing Service Level Agreements, Customer representation

Clients I dealt with included:

- Land Information New Zealand (LINZ), Department of Conservation (DoC), Ministry of Agriculture and Forestry (MAF), Earthquake Commission (EQC), Auckland Regional Council (ARC), Many local and regional government agencies across New Zealand

Major achievements:

- Customer Relationship Management and management of SLAs with MAF for the Climate Change Information System (CCIS) and the Incursion Response System (IRS)
- Technical presentations at the NZ Esri UC including Plenary and session on Local Government Shared Services
- Development of 4 tier SLA approach and the associated team management to provide SLA outcomes
- The establishment of Eagle as a proactive GIS support organisation within the Esri NZ GIS community

CUSTOMER CARE MANAGER AT ESRI (UK) LTD

MARCH 2008 - FEBRUARY 2009 (12 MONTHS)

In March 2008 I defined the requirements for and recruited staff to the new Esri UK Customer Care team.

The Customer Care concept was to re-join organisations business outcomes with technology which could be implemented to meet those specific needs. Customer Care Consultants are client focused and offer sound technical and business advice which leads to strategic partnerships with customers.

A CCC's aim is to become a trusted advisor within the organisations they deal with; an individual which can be trusted to put the needs of the client at the forefront of the engagement.

KPIs were developed in line with the organisations Critical Success Factors and it quickly proved that the

Customer Care approach complements the more traditional Sales approach and not only delivers value to customers but also generates revenue through repeat business.

Key Achievements:

- Formulating the Standard Operating Procedures for Customer Care
- Gaining acceptance for the role of Customer Care across the business including the integration with the Sales Team
- Building an opportunity pipeline in excess of quarter of a million pounds within 6 months
- Increasing the customer satisfaction of the accounts touched by the Customer Care team
- Providing on-the-job training for the Customer Care Team
- Contributing to Esri UK's overall business transformation; achieving a stronger client focus

During this role I also coordinated all technical content; technical workshops (35 across 2 days) and the technical content for the Plenary, for the Esri European, Middle East and Africa (EMEA) Conference which was held at the QEII Conference Centre in London in October 2008.

TECHNICAL SOLUTIONS GROUP INDUSTRY MANAGER AT ESRI (UK) LTD

JANUARY 2006 - MARCH 2008 (2 YEARS 3 MONTHS)

This role provided technical input, mentorship and guidance to the Technical Solutions team in their dealing with the Industry Sales Team. As Manager I helped set the strategy for TSG in consultation with the TSG Technology Manager and the Esri UK Technical Director and worked with the Sales Team leads to ensure that their needs were being met by the TSG Industry Team.

GIS CONSULTANT AT ESRI (UK)

JULY 2001 - JANUARY 2006 (4 YEARS 7 MONTHS)

GIS TEAM LEADER AT ORDNANCE SURVEY

JANUARY 1996 - JULY 2001 (5 YEARS 8 MONTHS)

EDUCATION

UNIVERSITY OF LUTON

BSc (HONS), Mapping Science and Environmental Science, 1990 - 1994

INTERESTS

Outside of work, I enjoy a varied and active lifestyle with my family.

I am a keen cook - a wannabe chef perhaps! I find spending hours in the kitchen on the weekend very therapeutic and a wonderful way to de-stress.

I practise Shaolin Kempo; a martial art which originated in China around 420AD and was made famous by the Shaolin Monks and Bruce Lee. The principles, values and ethics of "Budo", the warrior way, resonate with me; loyalty, honesty, integrity, respect, humility, dedication, honour, trustworthiness, spirit, discipline and dedication.

I work out several times a week with Hybrid Fitness - a local group run by Serge Lilo, a past All Black and Super Rugby player. High Intensity Interval Training keeps me sane! The connection between exercise and mental health is well documented and working out with friends is a great way to ensure the rest of life remains positive.

I enjoy the outdoors whether walking my dog with the family, mountain biking, kayaking or scuba diving. Getting outside whatever the weather is a gift.

RECOMMENDATIONS

"Neil has the ability to disseminate complex frameworks into laymen's language. He's a fantastic trouble-shooter, a quick thinker and an advocate for your business, always focusing on the outcome you're trying to achieve."

— **Joanne Schofield**, *Director of Marketing, ANZ at The Access Group*

"Neil is one of the brightest people I've had the pleasure to work with. Neil's specialized skill, engaging and energized personality, and the quality of his work is hard to match. LINQ is downright revolutionary for a space that hasn't seen innovation like this in a while. If you deal with systems mapping, have a challenge in front of you that requires a clear map of the battlefield, or simply live in flow charts, you must demo LINQ."

While Neil is pro, the platform speaks for itself and is truly an exciting addition to any organization working on a digital transformation.

I have the highest regards for Neil and look forward to LINQ's impact on the world."

— **Marty Bhatia**, *G Suite Ninja at Digital Ninja*

"Neil is one of the most passionate and enthusiastic people I've met. I've had the good fortune to be a customer of LINQ while working for two different companies and in both cases I found Neil to be very knowledgeable and approachable."

Above all Neil is able to come up with creative solutions and options to solve problems where most people would be left wondering. It's this creative problem solving that stands out the most for me and is a rare quality."

If you are considering working with someone on digital transformation for your organisation, particularly when it comes to information and leveraging its value then I would highly recommend Neil."

— **Paul Taylor**, *Business Analyst at Toyota was Neil's client*

"Neil managed the service provision for an IT platform through his role at North South GIS. In all my dealings with Neil I have found him to be professional and extremely competent. He is able to articulate complex technical solutions in a way that makes them understandable to the layman. I would have no hesitation in recommending Neil to any prospective customers."

— **Chris Hope**, *CIO Canterbury Earthquake Recovery Authority was Neil's client*

"I have known Neil for years, he and I having worked together at Esri UK before continuing our current business relationship in separate companies. Neil is a visionary thinker in our field, always promoting forward-thinking ideas, as well as an energetic and enthusiastic individual who is keen to meet the customer's requirements in the cleverest way possible. Neil is very much a "people-person" with excellent interpersonal skills. I know it is a cliché to say that about someone, but in Neil Calvert's case it is exactly the truth, as he is always a tremendous pleasure to work with in addition to being technically extremely capable. There is no question whatsoever that whoever trusts Neil to get something done is in good hands."

— **Richard Weiss**, *Director of Operations EMEA, 3-GIS LLC*

"I worked with Neil in his capacity as a key partner, software reseller and implementer in New Zealand through NorthSouth GIS NZ. His business and technical knowledge of Geocortex Essentials, Spatial Application Infrastructure and the wider spatial IT network were a huge asset to Latitude Geographic's customers. Neil has an innovative and passionate approach to GIS and how customers benefit by taking a product then configuring and customising it to meet their business needs. If you are seeking a consultant able to offer expert advice with a broad reaching outlook on spatial implementations with the ability to focus on your business requirements, I would recommend getting in touch with Neil."

— **Jason Close**, *Account Manager, Latitude Geographics (Business Partner)*

"I have known and worked with Neil for over 4 years as a Partner Manager for Esri. Neil is technically competent and combines his skills in a holistic way that is unique to our line of work; he exemplifies characteristics of the modern geospatial business executive."

— **Frank Martin**, *Industry Partner Manager- Water Utility Practice, Esri Inc. (Business Partner)*

"I am happy to recommend Neil Calvert to any potential new clients/customers. I had the pleasure of working with Neil on several GIS related projects. I was pleased with the outcomes on all of these projects. I also found Neil to be very easy and friendly to work with."

— **Mike Nield**, *Director Corporate Services Taranaki Regional Council was Neil's client*