Experienced Payments Implementation/Operations Manager

Rob Scriven

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About Me

20+ years experience in the fields of systems integration/payment cards/foreign exchange and IT support services. Well organised and excellent at communicating with colleagues at all levels and customers alike. Filling that "grey area" between IT and business, I specialise in systems integration, setup and software deployment at both presales, project and ongoing business phases as well as having experience with writing technical documentation, technical/process trouble shooting, operations/helpdesk support and third party integration. My experience has mostly been within payments technology, covering banking but also cards, gift, prepaid and foreign exchange.

Current Job

Job Title:	Partner Implementation Manager	
Availability:	Within 3 months	
07/2024 - present	Tuum	London UK

Tuum provides a cloud based core banking platform to customers across the world cover multiple modules, supporting functions and external integrations any FI would want from their core platform. This role focuses primarily on onboard, training and providing technical consultancy to partners who will roll out the Tuum solution. Additionally providing card SME support to internal staff and helping with relationship management and process improvement.

Previous Roles

08/2023 - 07/2024	Equals Group Ltd	London UK
Job Title:	Implementation Manager	

Working closely with customer project teams to help them integrate their systems with Equals Money JSON REST API set enabling them to bring to market payment systems encompassing cards and banking network payments (Sepa, FPS, Bacs and Swift). As well as helping to build out good integration/project process, a little bit of a project management and a little bit of technical consultancy are involved in this role, to help achieve good quality integrations that will deliver results for all parties involved.

10/2018 – 08/2023	Form3 Financial Cloud	London UK
Job Title:	Senior Implementation Manager	

Form3 provide a cloud based REST API interface to the traditional banking payments networks (FPS, Bacs, SEPA). This role focused on end to end management of customers integrating with Form3. Requiring strong project management skills, process knowledge and understanding of how banking payment schemes operate, this role also requires strong working knowledge of how Form3's API suite works in order to work with both technical and non technical parties at banks, fintechs and financial institutions to bring their integration to market.

07/2018 – 10/2018	Paysafe Ltd	London UK
Job Title:	Implementation Manager	

Project management and consultation on technical integration between ecommerce merchants and acquiring payments platform. Working directly with customers to ensure timely and accurate integration between eCommerce sites and acquiring platform for Visa/Mastercard/ApplePay

03/2016 – 07/2018	Ixaris Systems Ltd	London UK
Job Title:	Head of Client Operations & Implementation Services	

Heading up a team of four based across Malta/UK, this role aimed to provide services into a fast growing fintech business to cover first line customer support, testing/certification, implementation and release management. Driving new processes and tools within the business to improve adherence to SLA's, working directly with customers to meet service KPIs/SLAs as well as maintain relationships. This role required me to often be "the voice of the customer" within the business, to ensure we were moving forward in a customer focused way.

06/2015 – 03/2016   Ixaris Systems Ltd   London UK

Job Title: Client Implementation Manager

Project management of technical integrations from card users/distributors to Ixaris own payment distribution systems via REST APIs and browser based systems to facilitate the distribution of virtual Visa/Mastercard products all over the world. Covering the full life cycle of new partners (from presales through to go-live) and involving direct partner contact, I dealt with the planning, tracking and reporting back of process on integration projects to the business as well as some ad-hoc technical consultancy on integration best practices.

02/2015 – 07/2015   Retailo GmbH.   Cologne DE

Job Title: Technical Project Implementation Consultant (Contract)

Retailo became a subsidiary of Blackhawk Network in 2013. Project management of technical onboarding for German/Austrian card partners /retailers into the wider Blackhawk/Retailo network. Providing guidance, help and assistance to existing implementation staff on integration best practices and Blackhawk technology, processes/procedures. Cross culture/team communication as well as a large amount of documentation writing on processes and procedures for future implementations

04/2010 – 12/2014   Blackhawk Network Europe   London UK

Job Title: IT Implementation Manager

Project management of technical integrations between card providers and card sellers for distribution of closed and open loop gift cards. Working across Europe and South Africa, covering the full development life cycle from pre-sales, inception to design, testing and integration with ISO 8385, XML and other proprietary messaging formats. Working with third parties (inc Apple, Google, EA, Tesco, Carrefour) to ensure systems were integrated correctly, on time and to required integration specifications. Providing guidance on new technical processes, support and guidance on technical items to other teams and investigating escalated support tickets.

Historical Roles	10/2006 – 04/2010	Program Implementation Analyst	Travelex World Wide Money
	04/2006 – 10/2006	Platform Support Analyst	Travelex World Wide Money
	08/2001 – 04/2006	ICT Support Technician	South Kesteven District Council

Education   6/2017   People Cert Malta   Malta

ITIL Foundation

6/2007   Visa Europe   London UK

Visa Europe Effective Authorisation Management

6/2004   Grantham College   Grantham UK

HNC Business and Information Technology

7/2000   Stamford College   Stamford UK

A-Level Business Studies
A-Level Computing
A-Level Media Studies

Skills

Windows Vista/7/8/10	Visa/Mastercard BIN setup
Microsoft Office Suite	UK Faster Payments/Bacs onboarding
Help desk Management	Payment cards issuing/processing
Project Management	TCP/IP Networking
Systems development	Visa Online/Clarity
Messaging Integration (API)	Basic HTML/ASP/ VB.net
ISO 8583 derived messaging	Card Issuing
Postman/SoapUI	Team Leadership
SEPA SCT/Instant onboarding	JSON REST/XML message formatting

References   Available on request