

Andrew Howes

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www.andyhowes.co

I help organisations implement, improve, and manage technology systems. I have strong product, people, and project management skills with experience leading multiple successful tech projects. My advanced technical abilities, including Python, Spark, SQL, and C#, enable me to deeply understand how applications function and find innovative solutions to problems. I have a proven track record of enabling organisations to use technology and data to better accomplish their missions.

Career Highlights

- Proposed, developed and successfully rolled out [a data management system with Femili PNG](#), a Papua New Guinean family violence NGO.
- Spearheaded a project to migrate the integration of 24 disparate data sources from Talend to Microsoft Fabric, improving donor journeys and reducing costs by 64%.
- Created a proof-of-concept local LLM chatbot for Shelter, demonstrating the possibilities and risks of adopting machine learning and generative AI.
- Implemented a data lifecycle and embedded analytics for Shelter's Dynamics 365 CRM, enabling deeper insights into behaviour while simultaneously reducing licensing costs.
- Navigated cultural and linguistic barriers to provide effective product development, support, mentoring and management.

Key Skills

- **Agile Project Management**
Three years of Agile experience. Graduated with commendation from Project Management course in Master of Computing.
- **Data Engineering and Analysis**
Microsoft Certified Data Engineer (DP-700): Python, SQL, Spark, Power BI, DAX.
- **Product / Backlog Ownership**
Well versed in gathering, understanding and prioritising requirements.
- **Microsoft Power Platform**
Highly advanced in Dynamics 365

Professional Experience

Applications and Integrations Technical Lead

Musicians Benevolent Fund (Help Musicians)

London, UK

2025 – Present

In this fixed-term role, I lead the non-profit's adoption and use of technology. I focus on understanding user needs, prioritising diverse requirements and delivering data and CRM solutions that solve problems.

Achievements:

- Developed the roadmap for the CRM and associated integrations including Stripe payment processing, HMRC integration and finance ERP system. As product owner, I coordinated across the business to identify, prioritise and meet needs.
- Introduced a data lake house with medallion data architecture using Microsoft Fabric. This runs daily PySpark code to extract, transform and report on outcome data in Power BI.
- Automated the manual duplicate detection and resolution process with a [Python program that fixed records](#) in the CRM in accordance with our data quality rules.
- Implemented a SharePoint documentation site that improved clarity on systems, reduced one-to-one training and decreased help desk tickets.

Skills:

- Project management
- Product ownership
- Microsoft Fabric / Power BI
- Data engineering
- Dynamics 365
- Power Platform
- Azure DevOps
- Python / PySpark / SQL

SCRM Manager

Shelter

London, UK

2025 – 2026

In this role, I worked across teams to understand and meet their needs for the Dynamics 365 based CRM. I handled the operation and development of this system which holds data for over a million supporters.

Achievements:

- Provided project management assistance, development resource and assurance on a complex data engineering project. This reduced data latency, improved quality and lowered data import costs by 64%.
- Created a proof-of-concept local large language model (LLM) AI chatbot based on Shelter housing advice to demonstrate the risks, capabilities, and opportunities of adopting AI further.
- Co-managed the continuous improvement of the CRM, working with stakeholders across the business to understand and meet their needs.
- Implemented embedded Power BI reporting in the Dynamics CRM to enable users to evaluate campaign effectiveness.

Skills:

- Project management
- Sprint planning
- Product ownership
- Microsoft Fabric
- Data engineering
- Dynamics 365
- Azure DevOps
- C#

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- Contributed to and became the primary owner of [DataImport++ an open-source C# based Dynamics tool](#). This has over 70,000 downloads to date.
- Reduced licensing costs by 29% YoY, by conducting a license review and implementing a data lifecycle.
- Python / PySpark
- Microsoft Synapse
- Local LLM
- Open AI Python lib

Information Systems Manager

FemiliPNG Australia

Canberra, Australia and Lae, Papua New Guinea

2022 - 2023

Femili PNG is a Papua New Guinean non-profit that provides support to survivors of family and sexual violence. As the organisation's technical lead, I spearheaded the ideation, development, and implementation of a central data management solution that enabled the organisation to track the support it provided to survivors.

Achievements:

- Successfully completed a two-year project to create a new Case Management System to manage all outcome data for clients assisted by Femili PNG. This required in depth stakeholder and project management across a culturally diverse team. This project was delivered on time and on budget. It enabled Femili PNG demonstrate its impact and obtain funding to open a new Case Management Centre
- Developed indicators for the logical framework and implemented Power BI reports to demonstrate real time progress towards these indicators.
- Provided training and mentoring for in-country staff to use, manage, and develop their data skills. This included multi-day workshops, presentations, and hands-on tutorials.
- Organised regular data quality and monitoring calls with data entry officers to investigate data discrepancies, answer questions, and collaborate on the future development of the platform.
- Led data wrangling and analysis, including decision tree machine learning analysis to determine factors that impacted client's success.

Skills:

- Experience working in a low-income context
- Monitoring and evaluation
- Logical Frameworks
- Project management
- Reporting
- Sprint planning
- Network management
- Risk and theft management
- Dynamics 365
- Documentation
- Power BI
- Data wrangling

Information Systems Officer

FemiliPNG Australia

Canberra, Australia

2020 - 2022

Achievements:

- Lead and improved client data reporting using STATA and Excel.
- Implemented and regularly produced monthly and quarterly strategic monitoring reports for the executive team, board, and funders.
- Mitigated an organisation wide spam email attack and migrated the email server to Microsoft Exchange.
- Provided IT support, advice, information, and cybersecurity training to staff across the organisation in Australia and Papua New Guinea.

Skills:

- STATA
- Advanced Excel
- Power BI
- Power Query
- Reporting
- Microsoft Exchange

Education and Certifications

Microsoft Certified Data Engineer Associate (DP-700)

Microsoft, 2025

The DP-700 exam tests users SQL, Python and PySpark skills as well as general data engineering practices. I passed this exam in 2025, demonstrating my deep understanding of Fabric, Power BI and other data tools

Master of Computing

Australian National University, 2022 – 2023

Through this degree, I developed a deep knowledge of data management, analysis, and software development practises in Java, SQL, Python, DAX and R. I graduated with Commendation and a GPA of 6.9 out of 7

Bachelor of Politics, Philosophy and Economics (PPE)

Australian National University, 2018 – 2021

My Bachelor of PPE provided me with the fundamental building blocks to think critically about complex global problems. Key topics of study included developmental economics, political lobbying, policy, and research.