

Le Clue Leach

- | TECHNICAL SOLUTIONS MANAGER
- | OPERATIONS ANALYTICS & AUTOMATION
- | BUSINESS SYSTEMS & WORKFLOW ARCHITECT

"I turn fuzzy problems into systems you can trust - then teach the robots to run them so humans can do the thinking."

AI

Automation

Data modelling

Google Apps Script

Google Sheets

Jira

Looker Studio

Problem solving

Process optimisation

REST APIs

SQL

Time/cost tracking

Workflow design

PROFILE Professional Summary

By day I'm a Technical Solutions Manager; by night I'm the person who asks, "Why are we doing this manually again?". I map the puzzle, reduce the noise, and teach the robots (SQL, Google Apps Script, Looker Studio, Jira/Tempo) to do the boring bits so humans can do the important stuff - informed decision making.

I'm self-taught across most of what I do. No formal handovers, no playbooks - just curiosity, persistence, and a trail of working systems. In more than a few cases I learned it, built it, and then taught the team. My current role didn't exist; I made the case for it by showing exactly which data was missing, how to capture it, and how the right workflows would turn it into decisions you can trust.

I design workflows and data models that make time and cost visible, reporting that runs itself, and SOPs that outlive the meeting. I'm calm in a crisis, allergic to spreadsheet heroics, and happiest when a 45-minute job becomes a 45-second click. People bring me fuzzy problems and leave with a neat, auditable system and a dashboard you can actually bet decisions on.

Fairness and accuracy matter to me. I build for auditability, anticipate failure modes, add guardrails, and make trade-offs explicit. I translate between stakeholders and engineers, keep delivery predictable, and document as I go. Based in Cape Town and remote-friendly, my goal is simple: fewer fire drills and more signals and systems that quietly do the right things.

ETHOS How I Work

These are the principles I use to turn fuzzy problems into reliable, repeatable outcomes. They guide how I design systems, make decisions, and show up for teams:

- **Automate first:** If I do it twice, I script it. If it needs 'just one more tweak', I build a pipeline.
- **Self-taught, then shared:** I learn fast, build clean, document the path and then teach others.
- **Make it explainable:** I create clean structures, clear joins, obvious ownership, and plain-English docs.
- **Design for audit:** I log inputs/outputs, validate transformations, and version queries so numbers stand up to scrutiny.
- **Calm beats clever:** I choose stable, predictable delivery over fragile one-offs; reliability wins the week after launch.
- **Impact first:** I start at the bottleneck, fix the source of pain, and remove repeatable work to create lasting capacity.

AI How I Use AI

I use AI as a research partner and code co-pilot: great for scaffolding, edge-case hunting, and first drafts. I never share secrets (I redact or synthesise data) and I always verify with tests and human review before release.

- **Brainstorm & research:** I use AI to pressure-test ideas, surface counter-examples and edge cases, and produce clear summaries I can share with stakeholders.
- **Build faster:** I have AI draft SQL and Google Apps Script snippets, scaffold data models, and generate first-pass SOPs, templates, and technical notes which I then refine.
- **Improve accuracy:** I ask AI to check logic, highlight inconsistencies across sources, and flag ambiguous metrics to reduce reporting risk.
- **Operate responsibly:** I redact or synthesise sensitive inputs, keep human review in the loop, and treat AI output as a draft until validated with data and tests.

EXPERIENCE EDGE Education

Over eight years at EDGE Education, I progressed from foundational support into technical leadership. I'm self-taught and proud of it. I learn what's needed quickly, prove it in production, and then document and teach it so others can reuse it.

Technical Solutions Manager

EDGE Education – Cape Town

• 05/2023 - Present

I'm the first line for product issues and internal incidents: I triage requests, resolve them or escalate to Engineering/IT, and keep users moving (passwords/emails/client-instance fixes, access changes) with clear records of what happened and why. I own the technical bits that make delivery work: LTI integrations into client LMSs, platform configuration for short/micro courses, and the practical tasks around content delivery (e.g., platform access coupons/LTIs, video processing, backpack codes). I create and maintain support docs, training manuals, and technical user guides so the next request is faster than the first. I also onboard clients alongside the Product Owner and help with polished demos for Business Development/Marketing.

Some of my key achievements in this role are described below.

- **Create a system for accurate timings and cost**
Led a cross-functional initiative to map, standardise, and instrument production processes across 7+ departments, establishing process standards and a unified timing model. The result was live portfolio visibility for the Project Management Office (who's doing what / what's outstanding) and granular cost analytics for Finance at a title and component level.
- **Automated client analytics**
I redesigned the process for delivering analytics to clients from inaccurate and unusable data that took 2 to 5 hours to produce, to an automated process with accurate data that the clients could use.
- **Created a system to mass generate tickets in Jira**
I created a Google sheet with App Scripts that would allow the Project Management Office office to easily create hundreds of tickets in a consistent and structured format in a matter of mere minutes.
- **Custom coupon delivery system**
I designed and deployed a custom, access-controlled coupon portal (Google Sheets + Apps Script) enabling clients to self-serve coupons that unlock our digital product. The result was faster fulfillment, audit-ready logs for Finance, and automated updates that eliminated manual reconciliations and stale data.

Learning Technologist / Team Lead

EDGE Education – Cape Town

• 02/2020 - 05/2023

• 07/2019 - 02/2020

I built and led a high-performing learning-technology team, using daily briefs, clear SLAs, and regular recognition to keep delivery predictable. To avoid single-point-of-failure risks, I codified practices and ran skills-transfer sessions so knowledge was shared across the team. I served as the first line for functional and technical queries, hosted a weekly team forum to align standards, and coordinated closely with Product, the Project Management Office, Instructional Designers, and QA to manage dependencies and surface risks early. I also handled talent and capacity by designing candidate tests, reviewing submissions, and administering a vetted freelancer bench, while overseeing quality and accessibility compliance at release.

Multimedia Designer

EDGE Education – Cape Town

• 12/2018 - 07/2019

As Multimedia Designer, I owned the end-to-end pipeline for interactive learning assets, producing and editing images, audio, and 2D animations/GIFs for every title in production. I standardised our voice-over workflow by documenting studio setup and coaching teammates on recording and post-production. I also delivered practical training in Illustrator, After Effects, and Photoshop, and introduced shared templates and repeatable techniques. These changes improved asset consistency, reduced rework, and enabled smoother hand-offs to the learning technologists.

Instructional Design: Admin and Support

EDGE Education – Cape Town

• 04/2017 - 12/2018

In the Instructional Design: Admin and Support role, I served as the central coordinator for content flow - briefing freelancers, receiving deliverables, and tracking work-in-progress across titles. I prepared filming and voice-over scripts and contributed image creation/edits to keep production moving. I introduced simple checklists and short trainings so instructional designers followed consistent steps when using key tools. I also published courses in Blackboard with careful attention to structure, accessibility, and consistency.

EDUCATION Formal

BTech, Marketing

Nelson Mandela Metropolitan University

• 2004 - 2009

HIGHLIGHTS Key Achievements

- **Created a role by identifying a business need**

I identified missing time/cost signals in production, then designed and implemented Jira workflows and reporting to turn these signals into actionable decisions.

Impact: Data-driven insights led to the recognition of a new role, validating its necessity for the business to strategically and efficiently plan, cost, and schedule.

- **Developed a production data visibility system**

I identified and closed critical data gaps in production workflows by designing automated capture systems in Jira. I built comprehensive reporting infrastructure that consolidates time/cost signals from multiple sources, turning missing data into actionable insights for decision-making.

Impact: Finance and the Project Management Office now receive reliable numbers, resulting in reduced time spent resolving inconsistencies.

- **Automated reporting suite**

I replaced manual, multi-hour spreadsheet processes with automated scheduled reports. I implemented automated reporting for billing, performance, exec roll-ups, and exception flags with integrated data drilldowns and on-time/late tracking.

Impact: 20 - 30 hours saved per month across the business.

- **Process efficiency through templatisation**

I standardised and templated the quiz creation process to reduce setup time in Storyline from 15 - 25 minutes to under 5 minutes per quiz, maintaining consistent quality regardless of question volume.

Impact: Approximately 70% savings in cost/time with the additional benefit of freed up production capacity for complex tasks.

- **Resource Planning Dashboard (in progress)**

I am creating a dynamic project planning tool for timing, cost, and resource optimisation. I am designing an interactive dashboard with schema, rules, and CA checks to analyse project history, worklog joins, holiday calendars, and capacity constraints.

Impact: Supports informed resourcing and pricing decisions.

- **Company-wide analytics support**

I established multiple analytics infrastructure with self-service reporting capabilities. I built a pipeline and reporting system that enables teams to interpret results, troubleshoot edge cases, and drive improvements through data-driven decision-making.

Impact: Reduced dependency on manual analysis and accelerated cross-functional insights.

- **Simplification of mass tasks (Jira ticket generation)**

I automated large batches of Jira ticket creation to ensure correct structure and appropriate epics, sub-tasks, and dependencies in a single operation.

Impact: Single runs may, for example, generate up to 130+ tickets; 1,300+ tickets created in minutes instead of days.

- **Custom & automated client analytics**

I developed automated solutions for client-specific metrics (course engagement, quiz outcomes, progression) to eliminate manual dashboard creation and reduce effort.

Impact: Delivered bespoke dashboards faster, improved client satisfaction, and saved team resources.

COMPETENCIES

These competencies are how I solve problems: the technical toolkit for building automation, the analytical rigor for making data trustworthy, and the operational discipline to keep systems running long after launch.

Core Competencies

Automation and workflow design

Data reporting and visualisation

Stakeholder collaboration

Problem identification & gap analysis

Domain knowledge

Analytical Competencies

Data modeling and schema design

Problem-solving and root cause analysis

Audit-ready system validation

Data pipeline architecture

Workflow analysis & mapping

Operational Competencies

System implementation and rollout

Process optimisation and standardisation

Quality assurance and process checks

Risk anticipation and mitigation

Templatisation

Time & cost management

Scalability & mass production

Cross-functional coordination

Leadership Competencies

Cross-functional communication

Change facilitation and innovation

Leading process improvement initiatives

Strategic initiative development

Mentoring & enablement

Prioritisation for impact

Risk anticipation & mitigation

Tool Competencies

Jira administration and workflow automation

Google Apps Script

SQL/MySQL

Looker Studio dashboards

Moodle, Storyline, H5P

Jira & Tempo

Google Sheets

The End

I look forward to engaging with you regarding future career opportunities. Note that references are available upon request.