

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."

Le Clue Leach

Technical Solutions Manager

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AI

Automation

Data modelling

Google Apps Script

Google Sheets

Jira

Looker Studio

Problem solving

Process optimisation

REST APIs

SQL

Time/cost tracking

Workflow design

SCHEMA OVERVIEW Profile

I am a Technical Solutions Manager with 8+ years' experience building data infrastructure and automated workflows that turn operational noise into reliable insights. I am self-taught in SQL, Jira administration, Google Apps Script, and reporting. I created my current role by identifying a business need and building the systems to address it. I automate repeatable work, design for auditability, and translate between stakeholders and engineers.

MATERIALISED RESULTS

Key Achievements

- Created a role by identifying a business need and building the systems to address it.
- Reduced build time by 70% for Storyline deliverables.
- Automated reporting suite with 20+ recurring reports.
- Created custom client analytics saving 2 - 5 hours per report.
- Redesigned Jira for accurate time & cost reporting.
- Built a production timings & cost system for full transparency.
- Provided company-wide analytics support for executive decision-making.
- Configured mass Jira ticket generation to reduce time and improve consistency.

CONSTRAINTS Core Strengths

- **Design** audit-ready systems with built-in validation, ensuring trust and compliance.
- **Research** independently and solve complex problems, turning insights into clear, actionable plans.
- **Bridge** technical complexity and business needs to enable sound decisions.
- **Foster** collaboration and positive team dynamics to deliver efficiently and raise quality.
- **Anticipate** risks early and resolve challenges before they impact outcomes.

TABLES Soft Skills

- Strategic initiative development
- Risk anticipation & mitigation
- Leading process improvement initiatives
- Mentoring & enablement
- Cross-functional communication
- Change facilitation & innovation

MIGRATIONS Recent Experience

Technical Solutions Manager

EDGE Education

- 05/2023 - Present

Own data pipeline, Jira workflows, and reporting infrastructure for EdTech production operations.

Learning Technologist / Team Lead

EDGE Education

- 02/2020 - 05/2023
- 07/2019 - 02/2020

Multimedia Designer

EDGE Education

- 12/2018 - 07/2019

Instructional Design Admin

EDGE Education

- 04/2017 - 12/2018

SOURCE DATA Education

BTech, Marketing

Nelson Mandela Metropolitan University

- 2004 - 2009

The End

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