Ralph Bolton: Professional Bio

Ralph Bolton is a technical Solutions Architect that solves complex problems that span multiple disciplines. Well established as a 'go to' resource in Engineering, Ralph is frequently engaged to find practical and workable solutions or diagnosis where no involved individual is able to do so. This is achieved through a broad knowledge and experience of numerous technologies and concepts coupled with an ability to understand and describe complex situations in simple terms.

Prior to Yahoo!, Ralph spent much of his career working as a consultant to financial institutions, working with them to solve broad ranging issues of their Internet based projects. Since joining Yahoo!, Ralph has found a niche in Shared Services doing many of the same things across a range of properties and teams.

In the future, Ralph will continue to work at a technical level to understand and solve production issues, working with low-level engineers and project managers. He will do this whilst being able to communicate with and report to senior management and other non-engineers in terms that they can understand easily.

For a clear understand of your technical issues and the solutions options available to you, contact Ralph by telephone on +44 (0)207 131 1826, email at boltonr@yahoo-inc.com or Y!Messenger at coofercat.

What Ralph Bolton Will Do For You

Upon engagement on your problem, Ralph will:

- Asses the situation and information available
- Take ownership of problems and responsibility for their solutions
- Talk to whomever to ascertain any missing information
- Work with any teams or individuals required to effect a solution
- 'Rinse and repeat' until all problems are solved fully

Throughout Ralph will be fully accountable and will report on the situation and progress to any levels of management in terms that they can understand easily.

Behaviours

Ralph is able to help technical and non-technical people through the following unique behaviours and skills:

Technical Encylopedia

Ralph has a broad knowledge of many technologies, concepts and existing solutions. He is able to recall and apply these to a given scenario. This skill resolves many "is it possible to…?" questions, but also helps people progress through their own problems far faster than they would do through more traditional means.

Divide Until Trivial

Ralph has a well known 'knack' for viewing complex situations in simple terms. This does not over-simplify anything, but rather explains it in terms that a given audience can understand easily. This skill forms the basis of Ralph's unusual ability to communicate effectively with many different types of people, be they technical, non-technical or administrative. Once such people understand their own problem, they are more able to find elegant, high net-return solutions than they would be on their own.

Go Anywhere, Do Anything

A problem does not cease to exist simply because it falls outside of a given realm of responsibility. Ralph unswervingly pursues solutions, no matter with whom, or where they lie. This behaviour is the basis of problem ownership, and is coupled with a definite and demonstrated responsibility for the required solution. Ralph also will do anything in order to achieve an amicable solution to a problem. His broad skill set means he can often temporarily 'offload' a given individual so that they can solve the problem where perhaps Ralph cannot on his own.

Responsibility, Ownership and Leadership

Ralph assesses situations quickly and takes ownership for solutions. Once owned, Ralph becomes responsible for all aspects of them, from problem to solution. He motivates the people he depends upon to help, and leads them to a solution in a manner that enables them to become self-sufficient in the future. Ralph is also able to balance conflicting priorities and agendas such that the best solution possible is achieved in the best possible way.