Stockport, Cheshire  **NEIL HIGHAM**

07792 056657

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**IT Director**

Over 10 years experience in IT Leadership positions backed up by extensive technical experience gained in a variety of sectors and roles. An innovator with a track record of delivering transformation, change and service improvements.

* Develops IT strategy aligned to business needs.
* Responsible for and practical experience in all IT disciplines including Project Management, Infrastructure, Software Development, Business Intelligence, Business Analysis, Application Support, Service Desk and Consultancy.
* Created new teams or turned around poorly performing teams.
* Delivers complex work programmes.
* Budget, supplier and risk management.
* Always challenges the status quo.

**Professional recommendations**

“Neil was the driving force behind the seismic shift we made in our ICT platform”

“Neil was a joy to work under. Neil has extensive technical knowledge as well as the strategic experience to make considered decisions around driving service and system improvements”

“Neil is always focussed on results and is good at getting the best out of his team. I thoroughly enjoyed working for him”

“Neil is forward thinking, and always looking to move the business forward using the latest technologies”

 **Professional qualifications**

ITIL Service Management – Expert Level
Prince 2 – Foundation Level
MSP Programme Management – Foundation Level

**Great Places Housing Group, Manchester 2014 - Present**

**Director of Business Systems**

*Recruited to radically change the culture, environment and service within a department that was not delivering what the business needed.*

* Developed a 3 year strategy to deliver Digital Transformation, improve systems, infrastructure, service and governance.
* Restructured, recruited and manage a department of around 30 staff covering Project Management, Business Analysis, Software Development, Infrastructure, Business Intelligence, Application Support & Service Desk.
* Responsible for a budget in excess of £3M.
* Improved governance arrangements and frameworks for projects and software development.

**Project highlights**

* Digital Transformation – replacing two web sites, new multi-channel contact centre solution, customer app, mobile staff app.
* Numerous infrastructure projects to improve facilities and resilience whilst delivering savings of over £100K/annum across over 30 remote sites.
* Continual improvements of in-house Microsoft .Net CRM and Repairs system.
* Cyber security improvements.

**Curo Group, Bath 2012 - 2014**

**Director of ICT**

*New Director level post created to transform a department known for not being customer focussed and that had received little investment.*

* Delivered a major programme of IT investment to improve facilities across the company.
* Restructured, recruited and managed the department that subsequently received internal awards for customer service in both years.

**Project highlights**

* Flexible smartcard system for “hot-desking”, ID card, door entry and meeting room booking to assist culture change and as part of office refurbishment.
* Real-time scheduling and mobile working solution to improve performance and reduce travel time of service engineers using tablet devices.
* Electronic Document Management System to reduce paper usage and provide access anywhere.

**Halton Housing Trust, Runcorn 2006 - 2012**

**Director of ICT**

*New post in a new company, with remit to create a department and deliver excellent service and innovation.*

* Created a whole new IT function that went on to be regarded as a sector lead in terms of innovation and service. This resulted in providing strategic IT reviews for other Housing Associations and chargeable strategy, infrastructure and Service Desk support for one.
* Developed a resilient infrastructure that then became the platform for a complete refresh of the core business applications.
* Overall responsibility for company’s Business Continuity Plan.
* Annual departmental customer satisfaction survey always over 95%.
* Active member and vice-chairman of sector’s Heads of IT forum and created a subscription based extranet site used by around 50 Housing Associations.

**Project highlights**

* Delivered six office relocations/re-refurbishments and set up two new Data Centres significantly under budget and with £80K/annum savings on WAN.
* Complete Virtual Desktop environment integrated with telephony system to provide “hot-desking” and reducing hardware refresh costs by £50K/annum as well as electricity usage and CO2 emissions.

**Northern Counties Housing Association, Manchester 2005 - 2006**

**Systems Support Manager**

*Managed a team responsible for the entire infrastructure across 20 sites, including Desktops Windows/UNIX Servers, LAN/WAN, Oracle, SAN.*

**Asda Stores Ltd, Lutterworth 2003 - 2004**

**Freelance Consultant**

*Invited back by previous Manager at Asda to transform the system processes and interfaces for the George Clothing Division.*

**Diagonal Plc, Leeds 1995 - 2003**

**2001-2003 Technical Manager (Diagonal Solutions)**

*Managed external Infrastructure Team designing and delivering Infrastructure solutions to meet customer requirements.*

**1995-2001 Technical Consultant (On-site at Asda Stores Ltd)**

*Originally working on various software development projects and latterly as a Consultant on the Network Projects & Architecture Team delivering Infrastructure projects to Head Office and over 200 stores.*

**ICL, Wakefield 1992 - 1995**

**Freelance Consultant**

*Consultant providing solutions to meet customer requirements in the Local Government sector. Involved in all aspects from pre-sales to development, implementation and training.*

**Tameside MBC, Ashton-under-Lyne 1992**

**Analyst/Programmer**

*Analysed and prepared council’s Community Charge data for migration to Council Tax package.*

**Salford City Council, Swinton 1989 - 1991**

**Freelance Analyst/Programmer**

*Developed and implemented on-line Community Charge system.*

**TSB Bank, Wythenshawe 1988 - 1989**

**Analyst/Programmer**

*Responsible for managing and implementing all changes to entire ‘Live’ TSB network, including gateways to other bank’s networks.*

**Tameside MBC, Ashton-under-Lyne 1985 - 1988**

**Trainee Programmer/Programmer/Senior Programmer**

*As a Senior Programmer supervised, trained and allocated work for a team of programmers/trainees.*

**TSB Bank, Reddish 1984**

**Bank Clerk**

*Customer facing role as bank clerk.*