

Carl Tillotson

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Professional Profile

An ambitious, multi-faceted and ITIL accredited Senior IT professional with 25+ years' experience specialising in software development, data centre delivery, technical support and product delivery/implementation. Commands an excellent mix of technical skills, leadership competencies, commercial awareness and personal attributes required for a successful career at the highest levels, working for leading businesses. Boasts a proven track record in bringing significant value to a business combined with exceptional project planning and management skills; being readily able to implement technological solutions along with positive and influential leadership to solve seemingly intractable problems. An innovative and dynamic leader with an unbroken track record in delivering positive project outcomes in alignment with parameters of time, cost, scope, risk and benefits whilst being instrumental in developing IT strategies, policies and process re-engineering in line with ISO 9001, ISO 20000 and ISO 27001 quality standards.

Areas of Expertise

- Service Delivery
- Programme Management
- Product Development
- Project Management
- Change Management
- Configuration Management
- Release Management
- Technical Support
- Business Development
- Software Development
- Multi-Million Budgets
- Cost Modelling
- Team Leadership
- Training & Development
- Data Centre Management

Technical Skills

- ITIL Practitioner
- Waterfall
- Agile Scrum
- JIRA / Confluence
- Microsoft SQL Servers
- Windows Server Clusters
- HP SAN Technologies
- ICL Mainframe (VME & COBOL)
- VBA (Access and Excel)
- MySQL & PHP
- Apache and Tomcat
- Linux

Notable Career Achievements

Computer Sciences Corporation (CSC):

- Instrumental in managing the transition of development and programme management activities based in the UK to an offshore development centres in Malaga, Spain and Chennai, India.
- Spearheaded a 40% reduction in the overall cost base of development over a 2-year whilst maintaining delivery of contractual annual releases with annual revenues of \$5m.
- Pioneered the introduction of new cost and service models to replace old 'IBA' contracts and methods of working as part of business transformation project.
- Collaborated with the Sales Department to facilitate delivery of process improvements to maximise service turnaround for Sales Quotations and Order Delivery.
- Drafted service management response for OJEC/OJEU submissions, and reviewed and revised SLA's and contract schedules.
- Drove and coordinated the transition to new standard agreements and contract schedules.

IBA HEALTHCARE:

- Played a pivotal role in the management and delivery of key system deliverables, improvements and projects for several clients within Primary Care Services, Secondary Care Services, NHS Supply Chain (DHL) and NHS Shared Business Services.
- Achieved a 25% reduction in workforce and operational costs whilst maintaining service delivery standards.
- Initiated improved working methods and standard operations to maximise performance, quality and efficiency resulting in improved Net Promoter scores from clients.
- Instrumental in the company's ISO 27001 Information Security Management initial certification and re-certification with the Data Centre becoming one of the first areas of the company to obtain the certification

ISOFT PLC:

- Delivered monthly and quarterly software release schedules on time and without any technical delays.
- Achieved efficiency savings through streamlining work flows to speed up installation and configuration activities.
- Project managed the development and implementation of Change, Release and Configuration Management processes for ISO 20000 certification (ITIL), received a company award for 'ISO 20000 Champion IT Service Management'.
- Planned and managed the recruitment of a new team into the Operation Unit in Banbury, and introduced improved quality control processes to facilitate consistent reporting for clients.
- Initiated improvements to monitoring processes for 30+ clients which provided real time monitoring feedback of system health and availability, carrying out over 12,000 service checks across 1,000 servers.
- Played a pivotal role in project managing the delivery of a new replacement mainframe (budget of £1.8m).
- Successfully introduced an automated job scheduling system which significantly increased capacity by 30% and reduced support costs and failure rates.
- Instrumental in introducing a continuous improvement programme which led to a long-term reduction of rework within software development, long standing bugs and user queries. Backlog reduction from 300+ to single digits over a 6-month period.

Career History

CSC, GLOBAL PRODUCT MANAGER: APR 2015 – FEB 2017

Key Responsibilities:

- Primarily accountable for managing and coordinating the product roadmap for the Theatre solutions ensuring new and statutory functionality was brought to market appropriately whilst meeting sales and profitability targets.
- Established and managed relationships with NHS trusts in England and Healthcare in ANZ to promote products.
- Worked with existing customers to identify needs, define requirement specifications and design workable solutions to complex issues that increase both functionality and usability to the product whilst ensuring value-add for the customer.
- Managed, coordinated and presented at various User Groups, Product Advisory Groups and Beta Test workshops.
- Liaised with multi-level stakeholders throughout product development lifecycle including Development, Testing, Support, Delivery, Implementation and Sales; as well as ICT Directors, Application Managers and external users.

CSC, NEW BUSINESS GROWTH & DEVELOPMENT ADVISOR: OCT 2012 – APR 2015

Key Responsibilities:

- Reported directly to the Operations Director with primary responsibility for managing new business opportunities within the UK and Ireland Healthcare sector including reviewing contracts and service schedules.
- Forged and managed relationships throughout the organisation with a focus on overseeing the transition phase following acquisition of IBA by CSC whilst ensuring the services department was represented following development of new solutions and operating service models.
- Worked in collaboration with Global Delivery Teams to ensure alignment of solutions and costs with the overall strategic direction of the Healthcare market.
- Drafted Service Management response documents of OJEC/OJEU bids, reviewed and revised SLA's and Contracts.
- Defined, developed and executed new standard models for cost and pricing of solutions.
- Liaised with 3rd party suppliers to manage and negotiate 'back to back' agreements.

IBA HEALTHCARE (Formerly iSOFT PLC), HEAD OF TECHNICAL SERVICE: AUG 2009 – OCT 2012

Key Responsibilities:

- Primarily accountable for overseeing the day to day running of the department with leadership responsibility for a team of 75+ Engineers, Consultants, Support Analysts and Managers for the UK and Ireland territories.
- Additionally, responsible for managing operations at the Data Centre in Prestwich, Manchester.
- Instrumental in the company's ISO 27001 Information Security Management initial certification and re-certification with the Data Centre becoming one of the first areas of the company to obtain the certification.
- Operations Department with £43m revenue and £23m margin, directed the successful delivery and support of the technology stacks to support the UK and Ireland customer base, with ownership of risks, team coordination and service delivery.
- Managed finance functions and ensured high levels of accuracy in department reporting including information to support the commercial process of new bids, contract renewals, purchase order approvals and cost management.

Early Career Summary

JAN 2006 – AUG 2009	TECHNICAL MANAGER	ISOFT PLC, MANCHESTER
JUN 2004 – DEC 2005	TECHNICAL SUPPORT MANAGER	ISOFT PLC, MANCHESTER
MAR 2000 – JUN 2004	DATA CENTRE PRODUCTION MANAGER	ISOFT PLC (TOREX), MANCHESTER
APR 1998 – MAR 2000	VME SYSTEMS MANAGER	ISOFT PLC (TOREX/SMS), MANCHESTER
NOV 1987 – APR 1998	VARIOUS POSITIONS	ISOFT PLC (SMS/NWRHA), MANCHESTER

Education and Professional Training

- Postgraduate Diploma in Management Studies
- BA (Hons) Humanities

Professional Training

- VME SCL Programming
- COBOL Programming
- SDM (Structured Design Methodology)
- Project Management
- ITIL v3.0 Practitioner Course
- CSC-Agile Software Development Practitioner
- CSC-Leveraging JIRA Platform for Development Projects
- CSC Scrum in Practice-An Overview
- CSC Big Data Opportunities & Challenges
- Introduction to Software Development (Open University)
- Information Security (Open University)
- Internet of Everything (Open University)

Additional Information

Interests:

Chess - Manage and own the Lancashire Chess Association website, our aim is to promote the game of chess throughout the county of Lancashire. We run several Junior Congresses, and run several Junior Teams. As well as Junior Chess, also involved with adult chess and play chess for Preston and the Lancashire County team.

Cycling – I am a member of the local cycling club, and take part in charity work for a local hospice.