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Francesca Stott
Director of HR and OD
Story Homes Ltd, Story House
Lords Way, Kingmoor Business Park
Carlisle
Cumbria
CA6 4SL

Reference: Head of ICT

Dear Francesca,

I read with interest your advertisement for Head of ICT, advertised on your website.

I possess extensive senior level management experience within a IT and Managed Services setting, and have led a range of diverse teams operating within high profile and challenging service delivery environments. I am seeking new opportunities and challenges outside of the Healthcare Sector, and am available on immediate start.

In my role as Head of Technical Service I led a team of 75 engineers and support staff. The department provided support for infrastructure within our Data Centre, as well infrastructure on client premises within the Healthcare Sector. The team consisted of office based teams in Prestwich, Banbury and Letchworth as well as UK wide field based engineers.

I am a proactive leader and proven people manager. Dedicated to providing training and mentoring to team members whilst consistently encouraging the achievement of business, project and personal goals. I have a proven track record in driving business value as well as using strong project management skills to implement technological solutions.

I have extensive knowledge of service management processes, IT project management, programme development, 3rd line technical support provision and service design. Furthermore, I have been instrumental in developing IT strategies, policies and process re-engineering plans in line with ISO 9001, ISO 20000 and ISO 27001 quality standards.

I have good solid commercial skills, have dealt with clients up to and including ICT Director level in the NHS. Comfortable dealing with, and challenging 3rd party suppliers to provide good value for money and excellent service.

I enclose my Curriculum Vitae, which further outlines my relevant skills and achievements to date. I sincerely believe these skills, expertise and achievements can be utilised to make a tangible business difference for Story Homes.

I would welcome an opportunity of meeting with you to discuss how these could dovetail with your company's ambitious plans. I look forward to hearing from you.

Yours sincerely

Carl Tillotson
Enc CV