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| **Address** | 116 Weoley Park Road, Selly Oak, Birmingham, B29 5HA  |
| **Contact** | Mobile: +44 (0) 7887765179 Email: nw@n2w.co.uk  |

**Professional Profile**

**A highly-ambitious & results-driven Senior IT Leader** with a successful background in B2B, professional, financial services, legal, consulting, SME & corporate sectors. Commercially-aware, with a broad range of IT management experience, now seeking a fresh opportunity.

**Strategic approach to successful IT leadership**, engaging with key business stakeholders and 3rd parties, delivering ‘cost appropriate’ IT solutions, business change and core transformation.

**MCSE, ITIL V3, PRINCE2 and AGILE aware**, with strong experience of applying best practice frameworks & tools.

**Experience of driving change management,** business transformation, IT service transition, IT strategies, technology roadmaps, team leadership of up to 10 staff and adoption of business-aligned technologies.

**Key Skills, Attributes & Capabilities**

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|  | IT departmental leadership and management | IT strategy, implementation & execution |
|  | Budgetary management & control (OPEX & CAPEX) | Service delivery management & support |
|  | P&L Management | Global staff management |
|  | IT best practice methods and frameworks | Project lifecycle management & delivery |
|  | Disaster recovery (DR) and business continuity | IT security policies, processes and protocols |
|  | Internet and firewall set up and support | 3rd party supplier management |
|  | Supported all hardware, software and networks | Financial analysis and control |
|  | Software licencing and compliance | Business benefits realisation |

**Career To Date**

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| **Dec 2013 to Present HEAD OF IT/DPO: Minster Services Group** |
| ***Responsible for all aspects of IT leadership across the 41 franchise businesses*** * Appointed as Head of IT/Data Protection Officer reporting directly to the board and owners
* Focused on provision of IT services to support involvement in all areas of the business
* Full leadership of the IT team for the business, creating new roles and team structures
* Support of all varying systems for the 41 businesses Inc. IT, Telephony and mobile
* Implemented a project to provide Sage CRM to all branches
* Rolled-out Microsoft 365 to all business units to replace current email and office

Packages* Data governance and leadership of GDPR and data security compliance
* Created an IT working party to test new ideas Inc. the use of Tablets for site audits and health and safety

training* Planned ongoing roll-out of all aged desktops and mobile devices, including laptops, mobiles & tablets
* Developed business cases and business benefit analysis for the adoption of emerging IT technologies
* Established relationships with suppliers, leveraging vendor capabilities & delivering value for money
* Creation of strategic plans to move the IT systems forward aligning with Head Office business plans
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| **Aug 2013 to Dec 2013** | **HEAD OF IT: Quantum Service Solutions** |
| ***Responsible for all aspects of IT leadership within a start-up business, delivering enhanced IT**** Appointed as Head of IT to act as the senior IT advisor to the management team, delivering support
* Focused on provision of IT services to support involvement in financial services, PPI & FOREX sectors
* Set-up, recruited and managed the IT team for the business, creating new roles and team structures
* Developed a plan to provide in-house CRM solutions and support, underpinning business expansion
* Planned the implementation of all desktops and mobile devices, including laptops, mobiles & tablets
* Developed business cases and business benefit analysis for the adoption of emerging IT technologies
* Established relationships with suppliers, leveraging vendor capabilities & delivering value for money
* Creation of social media presence to include LinkedIn and Facebook, discussions with 3rd parties in

regards to apps and website.* Led deployment of a payroll system for the business (Xero), as part of in-house migration of accounts
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| **Aug 2012 to Aug 2013** | **IT MANAGER EMEA: Atkore International** |
| ***Responsible for IT management with an electrical & mechanical cable management provider**** Appointed as IT Manager (EMEA), reporting directly to the Board of Directors and advising on IT / IS
* Focused on provision of business-critical IT to various sites across Europe and Middle East locations
* Part of the global IT team dealing with our US and APAC regions
* Supported technologies and platforms including Windows XP, Vista, 7, 8, 2003, 2008 VMware ESXi, Linux, MySQL, Sql, Infor Mapics XA ERP and Salesforce
* Mobile phone support setup and sourcing, including use of HTC, Blackberry and iPhone technologies
* Process control and improvement
* Full product life-cycle management, support from initial design including mock-up 3d models to full CAD design, production, sales and out of the door.
* Project-led Nortel phone system to VoIP set-up, support & upgrading, delivering improved communications
* Content management setup/support
* Created & communicated Disaster Recovery (DR) policies and plans, including an offsite data centre
* Led installation set-up & configuration of Antivirus and Antispam software, including McAfee & AVG
* Managed post-acquisition integration of new acquisitions into legacy infrastructure, migrating users
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| **Dec 2010 to Aug 2012** | **IT MANAGER: NDC Consultants** |
| ***Responsible as IT Manager within a provider of design / installation services and solutions**** Appointed to IT role to oversee delivery of services to support transport, utility & construction sectors
* Provision of hands-on support across the entire infrastructure, including problem solving & upgrades
* Project-led the planning & implementation of new infrastructure at Head Office, underpinning growth
* Full support for CAD, design and creation of FTN diagrams
* Website updating, support of apps for out of office Tablet and phone users.
* Delivery of mission-critical support, both onsite and remotely for offices in Worcester and Birkenhead
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| **Jan 2010 to Dec 2010** | **GROUP IT MANAGER: The Business Fort**  |
| ***Responsible for all aspects of IT leadership, including systems, infrastructure and support**** Appointed as Group IT Manager for a group of 5 business units, reporting to the Board of Directors
* Provision of mission-critical & hands-on support across the entire infrastructure.
* Leadership, management and motivation of IT support staff, including web and database resources
* Full budgetary management responsibilities, including specification and procurement of IT products
* Planned and implemented the move of head office Infrastructure from physical servers to a Virtualized environment, reducing costs long term
* Utilised and supported technologies including Windows XP, Vista, 7, Exchange 2003, 2007 and 2010
* Led the post-acquisition integration of newly-acquired businesses, migrating users onto infrastructure
* Evaluation, deployment and management of new technology to streamline business process and show return on investment.
* Design and delivery of new projects.
* Set-up & implemented BlackBerry Enterprise Server (BES) and iPhone solutions, providing remote IT
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| **Jan 2006 to Jan 2010** | **SYSTEM/NETWORK SUPPORT: Observer Standard Newspapers**  |
| ***Responsible for delivery of mission-critical systems & network infrastructure for 250+ users**** Effective management of the full infrastructure lifecycle, from testing through the retirement of IT
* Deputised for the IT manager, leading, mentoring and supporting junior team members & IT staff
* Supported production systems, including using Photoshop, Future Proof System, Quark and Adobe
* Led design & delivery of projects for new products, supporting new customer’s hardware upgrades
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| **Jan 2004 to Jan 2006** | **IT SUPPORT TECHNICIAN: King Edward Camphill School For Boys** |
| ***Responsible for all aspects of IT systems management & network across 5 primary schools**** Provision of complete support of the Curriculum and MIS / Accounts, delivering enhanced IT services
* Supported technologies and platforms including Windows 95 to XP workstations and Citrix Servers
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| **Nov 2001 to Dec 2003** | **FIELD SERVICE ENGINEER: Quiss Technology** |
| ***Responsible for provision of top-level support for a portfolio of hardware, software & networks**** Client-facing role, working with clients to gather solutions requirements and improve their systems
* Provision of complete retail support for Holland & Barrett / GNC Health Foods, supporting retail IT
* Supported MoD sector clients, securely working with Royal Air Force, Navy Bases and military sites
* Project-led the delivery of field service support and troubleshooting for number of legal sector clients
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**Technical Skills**

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|  | Business Architecture, Infrastructure & Applications | IT Networks, LANs, WANs, Remote Access |
|  | Windows NT4, 2000, XP, 2003, Vista, 7, 8  | MSOffice 2000, XP, 2003, 2007,2010, 2013/365 |
|  | Server NT4, 2000, 2003, 2008 inc. R2, 2011SBS | VMWare Server 2, ESXi, Workstation |
|  | MS SQL 7/2005, MySQL: Linux Redhat/Ubuntu | Future Proof, Max/Photoshop, Acrobat Reader |
|  | Infor XA ERP, Navision and Salesforce/Sage CRM | BlackBerry Enterprise Server (BES) & iPhones |
|  | Tablets, IPad, Google Nexus, Mac books | Avaya, Panasonic, Nortel / VOIP Phone Systems |

**Professional Accreditation**

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|  | Microsoft Certified IT Professional | MCITP, MCDBA SQL 7, MCSE NT 4, 2000, 2003 |
|  | Cisco Certified Network Associate | CCNA |
|  | PRINCE2 | PRINCE2 Currently Completing |
|  | ITIL V3 Foundation | ITIL V3 Currently Completing |
|  | City & Guilds  | Inspection & Testing of Electrical EquipmentManagement of Electrical Equipment Maintenance |
|  | IBITGQ | Certified EU General Data Protection Regulation (GDPR) Foundation |

**Education & Qualifications**

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|  | Cadbury College, Birmingham | 2 GCE ‘A’-levels |
|  | Ellesmere College, Shropshire | 9 GCSE Passes |

**Personal Information**

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|  | UK Citizen Full driving licence Flexible on location  | Duke of Edinburgh Award - Silver & Bronze |