**Richard Nelson**

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**Personal Statement**

An ingenious and proactive Technology Leader with over 25 years of experience that has been applied to establish an effective information infrastructure within a leading UK charity. The conviction that technology should always serve the end user and business results in people centric, high value and effective solutions to business challenges.

An effective team leader that believes high performance teams flourish with clear investment in the people and the creation of a supportive but challenging environment that allows praise and constructive feedback to develop individual and team strengths.

Highly proficient at all levels within the ICT function, from customer facing field engineer, 3rd line support and strategic decision maker and project manager. Extensive experience of managing external contractors and suppliers to provide support to geographically and technically diverse user bases.

**Key Skills**

* Respectful, conscientious Team Leader who believes that a high support, high challenge environment will deliver an individually rewarding and high performance team environment.
* Direct, practical involvement when required to ensure whole team project success.
* Adept at communicating complex technologies appropriately to colleagues.
* Broad understanding of technology, with the proven ability to learn new skills as required.
* Effective management of external contractors to improve value.
* Proactive budget holder for IT related charges.
* Identify strategic and tactical business challenges and align IT solutions to these.
* Flexible, innovative and logical problem solving methodology.

**Technical Skills include**

**Proficient: -** HP Servers; HP SAN, HP Printers; Ubiquity Unifi Enterprise WiFi; Microsoft Server 2008 -Server 2012R2, Active Directory, DHCP, DNS, Group Policy, File and Print; Office 365 – Azure Connect, Global Administration, Exchange, SharePoint, OneDrive, Skype for Business; Microsoft Office 2013-2016 Desktop applications; Windows XP – 10; Symantec Endpoint Protection; Arcserve Unified Data Protection 6.x

**Good Knowledge: -** VmWare VSphere, Veeam; Hyper-V; Azure Active Directory; Office 365 – PowerBi, Sway, PowerApps, Flow, Groups & Teams, Riverbed SteelHead WAN appliances; Copper structured cable installation; QNAP NAS units

**Working Knowledge: -** Symantec Backup Exec; Networking, MS SQL, PowerShell, Kaspersky AntiVirus, Dell SonicWall Appliances

**Employment History**

**Head of ICT September 2004 – Present**

**The Outward Bound Trust**

As the first IT professional to work at The Outward Bound Trust, I have demonstrated my ability to self start and make far reaching strategic decisions with no supporting framework, whilst managing stakeholder expectations from Trustee level downwards.

**Role Overview**

* Directly report to the Directors of The Trust, responsible for all aspects of ICT infrastructure and application.
* Responsible for setting IT Strategy and future roadmap for all developments.
* Identifying need, and commission development of new applications and process to support The Trusts goals.
* Support 350 employees across 9 sites and various teleworkers
* Budget holder (Circa £130k) for all IT services.
* Management of relationships with 3rd party suppliers to maximize value
* Technical training of employees to assist them in their roles.
* Management and Development of ICT Assistant to effectively assist our colleagues
* Production of IT Acceptable Use Policy and other documentation.
* Ensure the security and governance of The Trusts data

**Key Achievements**

**2016-2017**

* Design and implement a Unifi wireless network across UK sites. Saving ~£26k against comparable HP and Cisco solutions with no relevant loss of performance.
* Design and implement a ArcServe UDP backup solution, replacing Veeam/BackupExec.
* Identify and migrate to a suitable strategic communications partner for The Trust, including innovative use of WISP providers where possible, resulting in a saving of ~£22k per year with no loss of performance or resilience.
* Manage the design and delivery of an Office365 SharePoint solution to support the work of Outward Bound International across 33 countries with 4500 end users.
* Launch the Outward Bound International Portal at the Global Symposium in North Carolina.

**Prior to 2016**

* Planning and implementation of various hardware and software projects including :-
  + The successful migration of 300+ local mailboxes spread across 8 servers into a cloud-based hosted solution in 48 hrs then migration into Office365 when it matured.
  + Riverbed SteelHead WAN acceleration design and implementation.
  + VSphere 5.x solution including configuration of servers and SAN
  + Management and integration of iOS and Android devices using AirWatch
* Development and approval of a clear IT roadmap to support The Trusts operations
* Maintaining a high level of user satisfaction with IT services, whilst staying within NPO budgetary constraints.
* Creating a functional, reliable and cohesive IT solution from a wide variety of ad-hoc and disjoint systems.

**2013 :** Presented with inaugural Chairman’s Award by HRH Prince Andrew for outstanding contributions to the work of The Outward Bound Trust in the UK, voted for by my colleagues.

**Non IT project:**

Source and operate AV equipment required to stage a 2 day biennial conference for 350 employees, Trustees and dignitaries. Run stage lighting, sound, video for conference speakers and a live band. Preparation of video segments and presentations. Highly praised at each event by colleagues, directors and visitors for high professional standards and outstanding “can do” attitude.

**3rd Line Technical Services Analyst November 1998 – September 2004**

**Pink Roccade formerly Thorn EMI ComputerAid**

**Job Role**

* Direct contact with senior members of client organizations including major high street retailers to assist in planning their IT support strategy
* Providing 3rd line support to skilled field engineers
* Developing solutions to enhance engineer efficiency and productivity
* Direct on site backup for field engineering teams

**Key Achievements**

* Development of the support team (5 members) that significantly improved service to our clients and resulted in its continuation as the sole UK support center when other regional teams were disbanded.
* Development of a restore process for a major retailer that reduced till downtime by 90% per failure.
* Direct involvement with the implementation of one of the first “chip and pin” EPOS rollouts in the UK.
* Successful handover of regional IT support of a recently nationalised company to the new private operators.
* HP ASE+ Certified on ProLiant Server products, ITIL Foundation Qualified

**Employment & Education history prior to November 1998, and references available on request**