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PROFESSIONAL PROFILE

A leader that delivers global service excellence, with a proven ability to build and motivate high performance IT, operations, customer support and service teams within fast-moving technology environments.

**CORE SKILLS**

Change Management, Contact Centre, Customer Service, Customer Support, IT (Hardware and Software), Operations, Problem Management & Project Management.

CAREER HISTORY

**2015 to date: Operations & IT Director**, Methven UK Ltd, £15M turnover and 50 employees. The UK division of the leading tapware & shower manufacturer in A-NZ, MUK is a stock-holding, sales & marketing, organisation with two key brands selling predominantly to trade customers.

Achievements

* Introduced a cross-functional team for on-plan delivery of the business plan through Operations.
* Led the reorganisation of the rework department. (pack creation / customer specific configurations)
* Led a make/buy process to optimise the rework done in-house versus that done at supplier.
* Renegotiated parcel rates and implemented pallet backhaul for two major customers.
* Led review of data within the planning system and developments of the S&OP process.
* Improved stock turn as the business grew.

Responsibilities

* Lead the Operations team, 30 people, across: customer service, customer support, purchasing, supply chain, warehousing, distribution, logistics, quality, H&S, and IT.
* A predominantly next-business-day delivery service plus scheduled DC deliveries and some backhaul delivering mainly B2B but including direct shipment to consumer on customer's behalf.
* Manage third-parties including couriers, IT and telephony suppliers.
* Lead product quality / service quality processes, including complaints management.

**2002 to 2015: Director of Customer Operations,** Promethean World Plc, £260M turnover and 600 employees. Promethean designs, develops and supports transformational education IT solutions, with more than 1.2 M installations across 150 countries.

Achievements

* Consistently strong satisfaction feedback from customers, partners and colleagues.
* Strategic leadership customer support and services functions from UK-centric to a global operation.
* Led two multi lingual multi media contact centres with 24/5 availability.
* Customer self-service offering introduced via a digital multi-language knowledgebase system with a shift to web, 50% KB traffic growth versus 5% call growth.
* Introduced community based support for the new SAAS product and successfully integrated this into existing support processes.
* Introduced customer focussed KPI’s to ensure quality, increase productivity, drive continuous improvement and facilitate culture change.
* Restructured department to embrace the regionalised support model.
* Reduced global service stocks from £1.1M to £800K in 9 months whilst maintaining service levels.
* Introduced problem management process that linked support, product management and R&D.
* Global incident management, through successful leadership of cross-organisation “war-rooms” to effectively control the business’ response.
* Led the introduction of key new hardware product developments into manufacturing.
* Introduced a service contract, created and led a sales team to a profitable first six months.
* Led cross-company project that secured $4M order, delivered the products on-time, and secured payment within required timeline against a difficult backdrop.
* Delivered quality system certification for the whole business to ISO9001:2000.
* Outsourced UK installations, workshop and field service via two parallel TUPE transfers.
* Introduced a technical installations and support training programme for worldwide resellers.
* Directed IT projects to implement integrated CRM-Service Management and ERP systems.

**2002 to 2015: Head of Group Customer Service and Support (continued from previous page)**

Responsibilities

* Develop strategy, policy and lead delivery of global after sales support and service to end-users and channel partners. (excl. USA) with an annual budget of circa £3 million.
* A multi-channel, multi-lingual, contact centre for end users, partners and colleagues, covering time zones from New Zealand to Ireland, handling over 50,000 contacts p.a.
* Lead and develop a mixed team of circa 50, technical and non-technical staff, through 5 direct management reports based in the UK, China, Singapore and Aus. Note that the team size peaked at 120, with 6 direct reports, prior to UK installations and field service outsource.
* Provision of digital resources to enable customer self-serve ~150,000 satisfied requests annually.
* A global next-business-day parts service and an on-site service provision.
* Sales of spares and accessories from stock, the full process from order to shipment.
* Product quality-review process, with representation across all functional areas, and lead continual improvement across the factory and outsource supply-base.
* Interim contributed to the management of the ASEAN sales region, leadership, coaching, and involving Global resources in execution.
* Assisted COO in wider operations management, e.g. planning, manufacturing, logistics.

**1999 to 2002: Head of Project Management,** Datel Computing Ltd, £12M turnover and 110 employees. Datel is the largest UK Sage business partner with a reputation for great customer service.

* Led several project turnarounds following the Y2K watershed, negotiated several successful and profitable conclusions.
* Led a major review of the structured project management method that passed re-certification to ISO9001 / Tick-IT standards.
* Delivering a portfolio of ERP & CRM projects to SME’s, products and service delivery, including applications consultancy, project management and IT hardware & software, revenue forecasting, adherence to contractual terms, management of customer billing, maximisation of efficiency levels and some management of debtors.

**1997 to 1999: Business Systems Director,** Elton Cop Ltd, £10M turnover and 150 employees.

* Responsible for all Information Systems in a textiles manufacturing business including the successful implementation of an ERP system.
* Key member of the Group-wide steering team for IT applications management.
* Leadership of business projects, including delivery of a step change to manufacturing scheduling and manufacturing process automation.

**1987 to 1997: BSS Group PLC**, Trade distributor of plumbing pipeline and heating materials

**Regional Operations Manager**, BSS Zenith, £140M turnover and 700 employees. (1995 – 1997)

* Commercial operation of an 8-site region including warehousing, stock management, information systems, performance measurement, and training.
* Project management of multi-site change.
* Responsible for the management of the key regional customer, £5M revenue, managing order fulfilment and contractual obligations.

**Project Manager & Business Analyst**, BSS Group plc, £260M turnover and 1900 employees. (1992–1995)

* Business analysis including successfully pioneering business process reengineering, delivering improvement in head office functions including application selection and implementation.
* Change management, implementing bespoke systems to the domestic division sites.
* EDI co-ordinator for the Group, dealing with supplier and customer electronic relationships.

**IT Manager**, Cadel Ltd, £97M turnover and 600 employees. (1987-1992)

* IT Operations and development of all systems, to over 400 users, across 66 sites.
* Project managed successful migration from bureau services to in-house systems.
* Hands-on infrastructure installation and management, creation of a helpdesk facility, computer room, WAN deployment and disaster planning.

**EDUCATION**

1994 to 1996: Master of Business Administration, Open University Business School

1983 to 1987: BSc Industrial Studies, Sheffield Hallam University

1978 to 1983: 3 GCE ‘A’ levels and 11 GCE ‘O’ levels, Walbottle High, Newcastle upon Tyne