

Profile

- ❑ Operations, project and management professional, working across a range of industries.
- ❑ Integrates an engineering background with strong business and project management experience, contractual control skills and commercial astuteness.
- ❑ Able to make an immediate impact in challenging business environments, solving problems quickly and effectively.

Skills and Selected Achievements

Management and Administration Skills

- ❑ Experience in all aspects of organising departments including supporting people, managing budgets, scheduling of tasks and resources and meeting company objectives.
- ❑ Proven record of supporting cross functional teams to deliver products and services to wide customer base.
- ❑ Practical knowledge of designing, implementing and streamlining department processes.
- ❑ Expert user of software applications (including MS Office) and IT.

Project and Programme Management

- ❑ Extensive experience of managing multiple bespoke customer projects including all commercial, technical and contractual aspects through complete life-cycle.
- ❑ Expert in all project management skills and able to use most major project methodologies.
- ❑ Development, introduction and operation of project management and other operational procedures in various, disparate businesses.
- ❑ Successful product developments in electronics, electro-mechanical, software and service offerings, managing product development cycle from initial concept through to operation.

Business Analysis and Problem Solving

- ❑ Over ten years' experience executing business change projects including gaining ISO9000 accreditation, implementing continuous improvement and business-wide initiatives.
- ❑ Strong abilities in information gathering, business analysis, problem identification, generating and implementing solutions and building stakeholder agreement.

Commercial Expertise

- ❑ Practical knowledge of supporting bid and tender process, reviewing technical and project content and negotiating contract terms and conditions.
- ❑ Significant experience of cost control, budget creation and maintenance, revenue forecasting and target attainment and project cost estimating.

Customer Relationship Management

- ❑ Twenty years' experience in managing and meeting customers' expectations and delivering a high standard of service.
- ❑ Confident and able communicator with experience of presenting technical strategies and project progress reports at senior level.

Team Leading and Building

- ❑ Skilled in gaining maximum commitment from multi-discipline, cross-company teams in high profile projects, demanding rapid team formation and performance.
- ❑ Established, developed and coached team of inexperienced project managers to operate effectively in culturally challenging overseas environments.

Career History

Consultant/Contractor Process and Project Solutions

- Providing outsourced problem resolution, project management and process improvement services and consultancy to SMEs.
- Project Management, e.g. managing all aspects of the refurbishment of a shop including specification of works, identification of suppliers, negotiation, implementation and scheduling and final handover. Outcome was improved experience for customers and working conditions.
- Business Transformation, e.g. analysis of delivery process of small scales to retail outlets. Identified inefficiencies. Streamlined process and information transfer. Reduced delivery times from several weeks to less than a week
- Contract Review and Bid Development, e.g. development of bid for supply of digital marketing services for 3 year contract for local tourism board.
- Process Design, e.g. development of processes to allow charity shop to conform to COVID 19 regulations and reopen.
- Training Courses, e.g. developing training courses on Basic Project Management Skills, my own Meeting Methodology, Process Design Techniques and Problem Solving. Developing and implementing 3 day training course on Project Management.
- IT, e.g. design, development and maintenance of websites for various microbusinesses.

Operations Director Appian Technology plc

- Responsible for delivery of all projects, products, services and maintenance including new product development.
- Project managed the development of an ANPR camera from specification through to manufacture within 9 months.
- Re-structured and revitalised maintenance department to improve average engineer response times from over a week to next day.
- Introduced systems throughout (e.g. controlled software releases, improved project and resource management) to reduce customer complaints by over 90%.

Compliance Manager RFI Global Services (Contract)

- Introduced new offering of project management as added value service to customers, including developing delivery procedures, defining and implementing sales strategies and managing service.
- Designed and implemented automated MS Office based tool to control and produce high quality customer quotations.

Project Director De La Rue Global Services

- Managed an international projects department of six office based project managers and various site based project teams delivering and operating high profile IT projects to international government customers, annual project value circa £20M.
- Directed and controlled the introduction of coherent processes throughout restructured division.
- Gained ISO 9000 and TickIt accreditation.

Technical Manager Herbert & Sons Limited

- Managed a technical department and drawing office of seventeen employees, responsible for the development and enhancement of all company products.
- Company responsibility for patents and trademarks.

Career History, continued

Project Manager Johnson Control Systems Limited

- Led a team of six engineers, controlling all financial, contractual, technical and quality aspects, programming and scheduling works for £0.5M building management system project.

Project Manager Schlumberger Industries

- Managed and co-ordinated team delivering £2M turnkey project installing metering scheme in power stations.
- Set up and managed team of project engineers installing systems for blue chip companies and local authorities. Introduced ISO9000 and implemented complete set of project management control procedures.

Project Leader Trend Control Systems Limited

- Project managed the specification, design, installation and commissioning of H&V control systems, including all technical, contract and customer activities for project values up to £120K.

Summary of Skills

General Management	<i>Team Building and Leading; Departmental Management; Budgeting; Strategic Planning; Operational Improvements</i>
Business Transformation	<i>Process Design and Implementation; Continuous Improvement, Business Analysis; Problem Solving</i>
Communication	<i>Technical and General Writing; Persuading and Influencing; Presenting and Public Speaking</i>
Project Management	<i>Technical; New Product Development; Contractual; Agile; PRINCE; SDLC; SaaS. Waterfall</i>
IT	<i>MS Office; MS Project; Jira; MS Visio; other application software</i>
Training	<i>Meeting Facilitation; Project Management Training</i>
Regulations	<i>ISO9000; EU and FCC; Health and Safety; EMC; Patents and Trademarks</i>
Sales	<i>Bid and Commercial Review; Technical Support; Contract Negotiation, Project Pricing</i>

Other Information

BSc (Hons) Electrical and Electronic Engineering Class 2.1, John Moore’s University

Project Management Methodologies Waterfall, PRINCE, SDLC, Agile, DSDM, own method

Software Advanced MSOffice, Lotus SmartSuite, MS Project, Visio, Open Office, Jira