

## Contact

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plutoneonconsultancy.com

www.linkedin.com/in/andrew-shepherd-plutoneon (LinkedIn)  
plutoneon.com/ (Company)  
ajshepherd.com/ (Portfolio)  
ajjpsmusic.com/ (Portfolio)

## Top Skills

Linux System Administration  
ServiceNow  
IT Recruitment

## Languages

English (Native or Bilingual)  
German (Professional Working)  
Hungarian (Native or Bilingual)



## Andrew J. Shepherd

A HIGHLY ENTREPRENEURIAL EXECUTIVE WITH  
MULTI-INDUSTRY EXPERIENCE

Budapest Budapest Hungary

## Summary

Andrew has 20 years of solid experience across 6 industries (Catering & Hospitality, Fashion Retail, Optical Retail, Real Estate Lawyers, Information Technology (IT) and the Music Business.

Skills include:

Coding and Programming, Website Front and Back-end Development, Experienced Music Producer and Professional Guitarist, Optical Lab Management, Optical Fundus Imaging and Retinal Scans, Head Chef (with Diploma), Fluent English, German and Hungarian, Public Speaking, Business Management, Business Administration, Crypto and BlockChain technology, Windows and Linux System Administrator, ServiceNow Administrator, Business Coach, Qualified Optical In-Store Trainer, Entrepreneur and More... Andrew carefully selects partners and employees, best fit for the business and productivity.

Impressions of our founder Andrew, from his past ventures:

"On a personal note, I will certainly miss him, and his own unique flair will be hard to replace. I firmly believe that Andrew will be a strong asset to any business which chooses to employ him."

- David Laverty - Manager and Licensee @ The Thatched House

"We have been delighted to have had Andrew with us as he has been a hard working member of the team. He has proved to be always very smartly dressed, intelligent, reliable and very punctual. Andrew has always been keen to assist in whatever needs doing. I found him to be conscientious and have no hesitation in recommending him as I am sure that he would be a valuable asset to any work place."

- Corinne Ross - Partner / Sayer Moore & Co.

## Experience





## Plutoneon Consultancy

Founder and Managing Director

August 2022 - Present (1 month)

Budapest Hungary

WE OFFER DIGITAL WORKSPACE SERVICES TO A GROWING LIST OF GLOBAL CLIENTS.

We consult over a wide range of common and emerging business issues. We give guidance on how to solve the most complex problems, improving working practices and reducing time lost and wasted effort.

As experienced Project Management Consultants, we make recommendations on best practice principles that will assist your business to become more efficient.

Andrew has 20 years of solid experience across 6 industries (Catering & Hospitality, Fashion Retail, Optical Retail, Real Estate Lawyers, Information Technology (IT) and the Music Business.

Skills include:

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- David Lavery - Manager and Licensee @ The Thatched House

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- Corinne Ross - Partner / Sayer Moore & Co.

**<https://ajjpsmusic.com/>**

Songwriter

May 2000 - Present (22 years 4 months)

London, England, United Kingdom

The person who writes the words (lyrics) to a song is called a lyricist. The person who creates the melody is called a composer. If a single person writes both the lyrics and the melody he/she is referred to as the songwriter.

**Plutoneon**

Founder and Music Executive

January 2015 - August 2022 (7 years 8 months)

London, England, United Kingdom

More information at <https://plutoneon.com/>

A music executive or record executive is a person within a record label who works in senior management and makes executive decisions over the label's artists. Their role varies greatly but in essence, they can oversee one, or many, aspects of a record label, including A&R, contracts, management, publishing, production, manufacture, marketing/promotion, distribution, copyright, and touring.

**TATA CONSULTANCY SERVICES**

Senior Information Technology Specialist

October 2021 - April 2022 (7 months)

Budapest, Hungary

- Supporting IT services transition to 'Service Now' self service (WeCare) for a French multinational oil and gas company, on a six month fixed term contract. (Working onsite and remotely)
  - Incident management with Genesys omnichannel management system with integrated ServiceNow platform.
  - Account management in Hades, AD, MFA and Safecom, password resets in SAP
  - Translation from German to English, Digital Pass, Multipass maintenance
- I was hired as a Senior Talent Acquisition Specialist to work on site/remotely full time for Total Energies whilst having full strategic oversight from TATA Consultancy's (TCS) client partnership managers.



## **EMEA RECRUITMENT**

Senior Talent Acquisition Specialist

October 2021 - April 2022 (7 months)

London, England, United Kingdom

Hired as a high calibre Senior Talent Acquisition Specialist to work on site full time for Total Energies whilst having full strategic oversight from TATA Consultancy's (TCS) client partnership managers. Weekly reviews in place with client to meet expectations and constantly adapting to meet future needs. 6 month fixed contract.

The Senior Talent Acquisition Specialist performs the same functions as a TAS, but with a leadership role and often with more specialized clients and more challenging to fill positions. Their function can also focus on the strategic rather than recruiting.

## **TOTAL ENERGIES**

Senior Information Technology Specialist

October 2021 - April 2022 (7 months)

Budapest Metropolitan Area

- Supporting IT services transition to 'Service Now' self service (WeCare) for a French multinational oil and gas company, on a six month fixed term contract. (Working onsite and remotely)
- Incident management with Genesys omnichannel management system with integrated ServiceNow platform.
- Account management in Hades, AD, MFA and Safecom, password resets in SAP
- Translation from German to English, Digital Pass, Multipass maintenance

## **RUAG SPACE**

Technical Support Analyst

January 2021 - October 2021 (10 months)

Budapest Metropolitan Area

- Contributing towards a smoother IT services transition to 'Service Now' self service (SPARK) as a contractor for this global Aerospace engineering company based in Switzerland.
- Account creation, password resets in SAP, Uniflow and AD, MFA maintenance. Translation from German to English, supporting Account Management, conference calls with high German speaking Clients and English speaking Technicians whilst translating live during the sessions.

## **TECH MAHINDRA**



Senior Talent Acquisition Specialist  
January 2021 - October 2021 (10 months)  
Budapest, Budapest, Hungary

Hired as a high calibre Talent Acquisition Consultant (TAC), to work remote full time for RUAG Space whilst having full strategic oversight from Tech Mahindras' client partnership managers to fully understand each companies' strategy, goal for the next 12 - 24 months, company culture and soft and hard standards. Weekly reviews in place with client to meet expectations and constantly adapting to meet future needs.

### **COMMERZBANK AG**

Senior Information Technology Specialist  
June 2019 - July 2020 (1 year 2 months)  
Budapest, Budapest, Hungary

Completed the Management path with DXC technologies and CPL recruitment and passed the exams to unlock an RDM specialist role in 2nd level, internationally supporting the major German Bank, offering both software and hardware remote support.

### **CPL TECHNOLOGY - TECH RECRUITMENT EXPERTS**

Senior Talent Acquisition Specialist  
May 2018 - July 2020 (2 years 3 months)  
Budapest, Hungary

Hired as a high calibre Talent Acquisition Consultant (TAC), a Senior Talent Acquisition Specialist (STAS) to work on site full time for DXC, Fresenius Healthcare and Commerzbank whilst having full strategic oversight from CPL's client partnership managers to fully understand each companies' hiring strategy, goal for the next 12 - 24 months, company culture and soft and hard standards. Weekly reviews in place with client to meet expectations and constantly adapting to meet future needs.

The Senior Talent Acquisition Specialist performs the same functions as a TAS, but with a leadership role and often with more specialized clients and more challenging to fill positions. Their function can also focus on the strategic rather than recruiting.

### **FRESENIUS MEDICAL CARE**

Technical Support Analyst  
May 2018 - May 2019 (1 year 1 month)  
Budapest Metropolitan Area

Top resolver from new hire within 3 months as a Technical Support Analyst (Level 1), supporting German and Austrian leg of the international



pharmaceutical company in both German and English. Promoted as Team Coach after 6 months with the company (3 months temporary role). This was an IT transition project with DXC Technologies . Transitioning from IBM Lotus Notes to O365 and self-service ServiceNow, using TeamViewer to remote support Windows 7 - 10, Active Directory and SAP.

### **SAYER MOORE & CO**

Front Office Manager

January 2015 - April 2016 (1 year 4 months)

Acton, England, United Kingdom

- Diary management, reception, administrative and stock control duties.
- IT support and training for fellow colleagues. Project manager for XP to Linux IT hardware / software transition to upgrade office equipment in 2015.
- Paying bills, generating letters to clients, obtaining leasehold and freehold 'Report on Title' official copy documents.

### **OPTICAL EXPRESS**

Optical Manager

February 2014 - October 2014 (9 months)

London, England, United Kingdom

- Employed to establish an Optical Retail Diary Management role within the company, I wrote a 7 module DM training program, completing this project within six weeks of starting.
- Responsible for managing all store operations, including motivating and supervising both shop floor, optical and clinical staff.
- Ordering supplies, stock control.
- Creating periodic KPI and P&L reports and conducting staff training to meet demanding sales targets on a frequent basis.
- Qualified as a Refractive Patient Advisor, mastering the operation of Medical scanning equipment such as -  
the AMO WaveScan WaveFront™ System, Abbott's iDesign Dx system and the OCULUS Pentacam®.

### **SPECSAVERS**

Laboratory Operations Manager

January 2007 - July 2013 (6 years 7 months)

London, United Kingdom

- In-store Trainer, Lab Manager and Dispensing team leader across four franchise stores - Specsavers Opticians (January 2007 - July 2013)





Lab Manager (2011 - 2013 - Twickenham), In-store Trainer / Dispensing Supervisor (2009 - 2011- Richmond), Dispensing Supervisor (2008 - 2009 - Lewisham), Dispensing Assistant / Lab Technician (2007 - 2008 - Weymouth)

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PLUTONEON CONSULTANCY

**"Experience Is The ONLY Genuine Measure Of Wealth!"**