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***Business Change Specialist***

**Professional Summary of Benefits to an organisation**

Over a decade of working with SMEs and entrepreneurs form the vision to conception on a wide range of different projects from construction to technology & change ten years resolving business issues resulting in profitability and significant improvements on all.

**processes, people and products.**

The projects i have lead achieved financial gains in excess of £5 million.

Decreased critical skills loss and significant increases within the areas of Productivity and Quality.

**Communication**

Relating between Business and Information Technology Departments both within End User

**My Approach**

Breadth of skills allows a holistic view of projects and provides the foundation for a unique bespoke framework suited to the needs of the project.

*■ Purpose ■ Detail ■ Data ■ Influence ■ Limitations*

***Disciplines***

Comes in the form of research and innovation and as part of professional responsibilities I feel that growth and value are attributed to continually learning which for me is membership of specialist membership to bodies of knowledge within professional community groups.

Management & Strategy

Budget & Financial Analysis

Cost & Inventory Control

Process & Performance

Quality & Task Management

Scheduling & Planning

Risk Communication

Stakeholder Management

Vendor Management

Stage & Business planning

Critical & Needs Analysis

Contract Negotiations

Leadership & Delegation

***Summary of Career Achievements***

**Achievements**

£10 Million operational cost reduction by redesigning supply chain for HomeServe Plc, Enabling the central region to hold the UK number position consistently within the 3 Business areas North, Central & South regions.

1. Significant improvement in job completion rate & increased staff retention due to a change in morale from best practice.
2. Drove the strategy resulting in a 30% performance gain.
3. Configured Planned Maintenance strategy reducing breakdowns by 39% breakdown.
4. Redefined Products and service strategy focused on vertical sectors 40% sales increase.
5. Dramatically increased supply performance from 65% to 95% as a mean in less than 12 months.
6. Achieved the single retained executive fee of £80k.
7. Secured preferred supplier status for SAP expertise valued at £500,000 year 1.

Work Experience

**02/18 -present**

Currently working on development projects within the fields of AI and Expert Systems UI/UX design.

The projects are focused on providing business solutions utilising web and Sever based technologies to include CRUD, MEAN.

Languages: Javascript, HTML5,CSS3, & PHP,

Database: SQL as the backend with Oracle and Access frontend

**04/2015 – 02/18** **Consulting Engineer, *Think Maintenance! Ltd,* Norwich & Grenada**

***Requirements of the role***

Produced project documentation, and led a significant number of diverse project assignments within facilities, a commercial sector including EPC directives in compliance with the Energy Performance Certification.

**Soft skills** **employed:** Empathy, Clarity of Directives, Confidence, Refined Communication, Motivation

Approach

* Lead workshops to improve services and reliability within critical operational infrastructures.
* Managed stakeholder expectations
* Defined Risk management strategy, monitoring project risks.
* Established research activities for benchmarking processes & products

**Analytical Skills**

**Hard skill:** Data Analysis, Data Presentation, Microsoft Office Suite programming, Analytical Thinking, **10/2013 - 04/2015**  **Supply Chain Performance Consultant, *HomeServe PLC*, BanburyRole:** performance improvement Consultant, **HomeServe** Plc Plumbing and Drainage company in Europe

**Objective:** Improve supply chain performance.  **Method:** Process Change

**Approach & Skills**

Decision Making, Adaptability, Influencing, Strategic Planning, Conceptual Cost Estimating,

Spearheaded a continuous improvement Initiative, defined & produced project documentation defining the scope based on **Root Cause Analysis** findings. Coached supply chain and associated stakeholders on benefits to process change.

Negotiated the **O&M** contract terms of services with forty-four service providers

Facilitated regular meetings and workshops with directors, department heads, involved in the processes.

**Influenced** change, by gaining buy-in from all **project stakeholders** with a clear road map of gains to all, including financial benefits.

**Achievements**

* Accelerated service delivery quality from Supply Chain measured at 65% **achieving 95%** as a mean within 12 months
* Elevated operational performance by **30%**
* Slashed operational costs by £ **4.5 Million**
* Drove down customer complaints by circa **17%** against the previous year
* Increased staff retention by **10%** as an added benefit of the project
* Minimized compensation costs by **£ 2 Million** with a new process design improving the customer Journey significantly reducing completed work orders to **7 day** maximum completion time.

**Hard skills:** Process Analysis, Information Analysis, Staff Appraisals, Contractor Management.

**10/2006 - 10/2013** **General Manager, *AquaNova Heating*, Norwich**

**This is a start-up**  project with additional responsibilities and roles

Introducing project communication strategy to coordinate work order procedures and initiating failure analysis procedures.

**Contract management**

* Managed stakeholder expectations for service delivery satisfactory to both parties.
* Solidified project benefits, efficiencies, values, delivered in line with expectation.
* Eliminated project creep.

**Performance measurements & Disputes**

* Influenced suppliers /vendors to be co-operative and responsive.
* All vendors understood their obligations under the contract.
* Devised a risk strategy for disputes or surprises.
* Supervised meetings over changes and issues.
* Agreed on a formal program on Building Management for stakeholders.
* Managed all projects undertaken by the company.
* Evaluated contractor work performance.
* Negotiated & managed project bids for installation and maintenance contractors/vendors.
* Eliminated scope creep on project

09/2001 - 10/2006 Projects

**Facilities Management**

Designed a maintenance program reducing unscheduled downtime

**Air Handling Maintenance**

**Inspection**

* Logs, Equipment History Book, The Safety Program, The Inventory Control Program, The Preventive Maintenance Program, The Daily Engineering Log
* Inspected equipment and diagnosed trouble or malfunctions and making necessary adjustments to minimise service interruptions and equipment downtime.

**Compliance**

* Performed preventive maintenance on the equipment as prescribed by manufacturers and the safe

**Prior to University**

**Business Development executive search**

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## Responsibilities

* Clarify strategic and financial objectives & resources
* Devise and carry out a targeted research strategy
* Research into clients company, competitors and market place

**IT consultancy**

As an IT consultant worked in partnership with clients, advising them how to use information technology in order to meet their business objectives or overcome problems. worked towards improving the structure and efficiency of IT systems within organisations.

Provided strategic guidance to clients in regards to technology and IT infrastructures enabling major business processes with enhancements to IT strategies.  
Provided guidance and technical expertise to clients during other processes as well, such as selection and procurement and user training and feedback.

***Education & Accreditation***

**09/1997 - 09/2001 BSc in Business & Technology Management, Middlesex University**

Skills: Leadership, Change Management, Human Resource Management, Business Finance, Supply Chain, IOSH, Six Sigma,

**HVAC Training**

***Professional Membership***

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| **Institute Of Professional Analysts** | **BCS Member** | **IIBA** | **APM** |

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## **References available upon request**