‍‍Daniel Miles

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Personal Statement

* A self-motivated and conscientious person, who enjoys a challenge, with the ability to work alongside people on all levels. Personable, driven and technically capable with high personal goals and achievements, and ability to logically solve issues.

Education

Computers Business management and electronics | 1999 | salford university

* Achievement: 2:1 BEng (Hons)
* Gained sponsorship through degree from Siemens as their only chosen student
* Other Grades: Diploma in Professional Studies
* Subjects: Graphical Programming, Project Management, Electrical Circuit Design, Low Level Programming, Software & Hardware Design. Accountancy, Quality & Conflict Management.

A Levels | 1995 | Stoke-on-Trent City sixth form

* Achievement: 4 A levels
* Subjects: Computers, Business Studies, Electronics, Physics.

GCSE | 1993 | st peters high school

* Achievement: 7 GCSE
* Subjects: Business Studies, Dual Science, Math’s, English, English Literature, Design Technology.

Skills & Abilities

Management experience

* Working as part of agile and waterfall projects
* Change management, utilizing new technologies to drive business change and improvements.
* Technical Leadership in 30 strong team for large worldwide system deployment using agile approach to cloud based technologies.
* Domain specialism in CRM ensuring system control, promotion within the business and supporting the Capability Execs from concept to delivery.
* Management of a team, to deliver a package of work circa £3m per annum to support development and production of a new car.
* Management team member with responsibility for the business management system, Quality & other business systems.
* Organised Business process re-engineering team.
* High Performance Culture champion.
* Determine suitability of proposed designs for wider enterprise, change approval, full release cycle.

Technical competence

* High performance culture management level training.
* Agile Foundations & Practices, KANBAN, Lean, VSTS.
* ARIS Enterprise process mapping
* Delivery of on premises platforms and Azure deployments including OMS & Security and monitoring.
* Microsoft Dynamics CRM Developer 2015 including Azure capabilities, C#, Visual Studio.
* Microsoft Bilingual DBA course MS SQL 2012. & Oracle DBA.
* Reporting and Analytics – PowerBI, Crystal Reports Advanced developer.
* Siebel 2000 & V7 developer (Tools, eScript, workflow, remote client, territory assignment).
* ISO9001 & TS16949 Auditor.
* Win NT – Win 2016 Server, Win 95, XP, 7, 8, 10.
* MS Office, MS Project, MS Visio O365 Portal admin, SCCM
* SQL, ASP, IIS, VB Script, HTML, MS Exchange, Active Directory, ADFS -Azure, WSUS.
* Network infrastructure, Fibre leased lines, firewalls, DNS profiling, Antivirus, BYOD, Asset Management, image deployment, cloud storage.
* Sec-1 Penetration testing internal & External Networks.
* MS Azure (logic apps, web services, SaaS, PaaS, IaaS, ESB, BLOB etc)

Communication

* Senior management and stake holder engagement.
* Clear communicator who can deliver logical and reasoned answers.
* Maintained a strong relationship with various capability owners, SME and exec level grades to deliver application solutions.
* Communicate strategies to business users, and other architects to ensure they align.
* Understand demands from internal stakeholders and business teams, together with industry trends to guide roadmap development.
* Documentation control in line with national standards, including reports submitted to funding bodies.
* Socializing of ideas in a complex stakeholder matrix environment.
* HPC (high performing culture) management level, ensuring corporate initiative is delivered to team.
* Develop system conceptual documentation to provide business and IT stakeholders with necessary information to sign off design
* Ensure KPI’s are determined and communicated through the business

Strategy & Architecture experience

* Design architecture for the modern digital workplace
* Working with my key stakeholders to determine strategy, to ensure platform roadmap is maintained and enterprise architecture is updated with the strategic applications. Ensure the Capability Execs can communicate the vision to the wider business.
* Designed Enterprise wide Power BI architecture for cloud and on perm hybrid approach.
* Designed Enterprise wide architecture for marked and unmarked data to deliver a sync’s cloud to on prem hybrid solution.
* Designed the infrastructure architecture to support semi-automated production environment.

Project management

* Lead GDPR activities to ensure compliance for Customer & Service applications
* Leading technical role for implementation of new CRM system which takes advantage of cloud deployment principles, IoT readings providing instant reporting capabilities. System spans all areas of Sales and Service business circa 5000 users and £10m plus project
* Implementing a new ERP system throughout the business including production planning, finance, order management, quality.
* Entire production facility move, responsible for the service connections, voice, data, new system design and implementation including hardware refresh, multi-site connectivity, VPN.
* Management and development of key components for a luxury car manufacture.
* Complete implementation of multi million pound Siebel Sales and Service system, including management of strategic suppliers.
* Management of system development and implementation to two third party companies to enable outsourcing of some business functions and achieve cost savings.
* Development of disaster recovery and business continuity plan, including hardware, software and buildings.
* Development of procedures and policies in line with company vision including best practice and continuous improvement.
* Company wide deployment of enterprise infrastructure and software projects.

Experience

Lead Solution architect (DOMAIN SPECIALIST) | Rolls-royce plc | 2014 – current (SC cleared)

* **Rolls-Royce is the largest aviation engine manufacture in the world relying on cutting edge technology to differentiate and enhance. My role is part of the core IT team covering the global customer & service function and supports their multiyear program to transform in to a digital company.**
* **My primary function is to enable and technically lead the cradle to grave applications and process which the business relies on to service our global customer base both B2B and B2C. As a central resource I work across multiple agile workstreams and technologies including classic on premises systems through to hybrid and full cloud stack.**
* Technical lead and architect for large hybrid cloud program to manage classified & export controlled data incorporating big data analysis, Realtime aircraft monitoring feeds and line of business integrations.
* Lead technical responsibility across different work streams ensuring joined up approach.
* Creation and review of product road maps, then communicate this through the business.
* Determine platform architecture and deliver documentation to key stakeholders.
* Input into global product roadmaps to align business needs and strategic directions.
* Ensure best practice technical deployment of applications.
* Negotiating with 3rd party suppliers for service and support agreements.
* Lead the technical issues resolution and engage necessary eco system partners.
* Technical validation of changes and manage these through the corporate change processes.
* Designed and developed solutions using strategic tools for major customer international events & customer satisfaction
* Working in the Advanced Research facility to provide proof of concepts, art of possible to support rapid agile development

IT & Quality systems manager | olympus engineering | 2006 - 2014

* **Working for a large precision manufacturer I was a member of the senior management team, with responsibility for the IT landscape & management system. This role required me to participate monthly management meetings to help shape future business direction. My daily role required me to develop the IT landscape including the strategic direction, evaluation of new technologies, process improvements to move the business forward and maintain a competitive edge.**
* **Responsible for the Quality Management System including internal auditing, problem management, document control, supplier auditing and process control.**
* Secured and delivered a £3M/year package of work for a luxury car manufacture ensuring customer and international quality requirements were achieved. This required detailed management and accurate resource planning to support the customer’s assembly deadlines.
* Infrastructure replacement including desktops and servers, gigabit Ethernet to desktop, multi site connectivity.
* Responsibility to ensure intention accreditations were achieved, driving process control and governance throughout business

IT manager | olympus engineering | 2005 - 2006

* Responsibility for voice & data and business systems. This role gave me the ability to develop the infrastructure allowing the business to double in size business without any reinvestment in core systems.
* Local support to users for business systems, Crystal Reports design & development, Server and hardware maintenance, backups and patching.
* Development of disaster recovery plan and system failover using mirrored data store and off site backups.
* Multi-site connectivity for voice and data to enable production data availability on both locations.

I&c service officer | Siemens Plc | 2004 - 2005

* **Working for the CIO in one of the largest employers in the world I was responsible for ensuring the provision of service from our nominated IT supplier met business needs and conformed to the terms of their SLA’s. This role included purchasing assets low value and capex based, the provision of comms both fixed line & mobile and the participation in the international business acquisition team.**
* **I also managed the implementation of companywide Siebel system. This role required me to define and document user requirements from senior management, develop the system along with a third party software house, test changes, engage key users to train and encourage adoption then migrate into production system and train end users.**
* Integration of two third party suppliers to enable out of hours call centre and literature fulfilment processes to be outsourced ensuring companywide cost savings were met.

senior systems analyst | Siemens Plc | 2002 - 2004

* I had responsibility for a development team which looked after business systems such as SAP, Siebel, eBusiness, Internet / Intranet, office applications and business reporting. A highly business focused team, whose results directly impact the divisions ability to transact effective business, required daily interface with all different levels of people within the business.

Systems analyst | Siemens Plc | 1996 - 2002

* I provided 2nd line support to key business systems, developing the internet & intranet sites to serve both internal and external customers.
* My role included the evaluation of new technologies to develop and use within the business giving savings or competitive advantages.

Hobbies & Interests

* I look after the voice and data for a large local church whose charitable works help the surrounding community.
* I enjoy sound engineering and have engineered at some large concerts, live television & radio and for some well known personalities.
* Astronomy

References

Professional & personal

Available on request.