# C U R R I C U L U M   V I T A E

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**Summary**

I have been working within the IT industry for over 22 years, initially technically hands on and specialising in Infrastructure and Database services. I have then progressed into Senior IT Management Leadership roles, strategically delivering IT as a value added service within each organization.

**Previous Experience:**

**Demon Tweeks – Head of IT -** December 2015 – present day

* Created IT strategy outlining 3 year plan with key objectives and deliverables.
* Researched and designed Cloud Infrastructure using AWS services to host Ecommerce and Product data platforms. Performing quarterly reviews to optimise performance and cost.
* Lead project to replace Ecommerce solution for 3 businesses, implementing Magento platform and Akeneo Product Data Management solution. The final solution has ultimately delivered double digit conversion improvements to the Ecommerce channels.
* Implemented Qlikview Business Intelligence solution, creating and delivering KPI reports to aid business decision making.
* Aided Business Leaders with discovery and gap reporting for PCI DSS and GDPR Governance projects.
* Coached and mentored IT Manager, developing as part of successor planning.
* Built in-house Development team, bringing in Web Development capabilities.
* Implement ITIL IT Service improvement program, improving the quality of the IT Services to the organisation.
* Applied ITIL based Change Management services to benchmark current capabilities, and applied improvement measures to achieve projects being implemented to the cost and timeframe applied.

**Beaconsfield Footwear ltd, Hotter Shoes – IT Manager -** November 2010 – December 2015

* Designed and project managed the implementation of Multi-Channel systems to support international expansion into Europe initially into the German market, adding £1m to turnover.
* Project managed the implementation of Retail IT Services for 65 store openings, using the Navision and LS Retail applications.
* Responsible for PCI DSS compliancy, leading the multi-channel organisation to achieve PCI DSS accreditation as a SAQ level C and SAQ A-EP merchant.
* Implemented a capacity plan with annual review for Ecommerce and Call Centre services to ensure the correct capacity available for seasonal demand and business growth.
* Delivered IBM WebSphere commerce V7.0 Ecommerce platform in partnership with Salmon.
* Prepare and distribute IT Service monthly report to Board of Directors.
* Created an annually reviewed IT Strategy to ensure prioritisation of key activities aligned with business goals.
* Hosted quarterly departmental meetings, generating and developing ideas from IT trends and new technologies.
* Implemented B2B Wholesale functionality within Navision ERP solution.
* Expanded Call Centre system and Navision ERP to support USA business expansion.
* Implemented Change and Release management process to control risk whilst changing IT Services.
* Conducting recruitment for permanent and temporary staff, establishing career progression for all IT Staff and successor planning for each role.
* Establishing structure within the IT team, ensuring the correct staffing levels for Support and Project teams.
* Implement new reporting solution making use of TargIT Cube and SQL Reporting Services.
* Built and manged team of developers to reduce costs for Navision application continual improvement.

**Boohoo.com - Head of IT -** August 2009 - November 2010

* Define and deliver changes to Ecommerce platform to support projected capacity requirements for peak Christmas trading.
* Implement new Software as a Service Ecommerce solution, fully integrated with ERP platform for Order and logistics processing.
* Implement reporting solution based upon Qlikview, creating multiple reports to support accurate decision making based upon real time information.
* Modernised and improved Infrastructure removing key single points for failure.
* Implemented media (image and video) management solution automating tasks, improving speed to market for products online.
* Define monthly Senior Management report.
* Create continual Service Improvement report for Sage ERP and E-commerce platform defining short / medium and long term improvement strategy.

**The Authentic Food Company - IT Manager -** April 2008 - August 2009

* Implemented Financial Reporting for SAP ERP System using SQL and Crystal Reports.
* Created Weekly Dashboard reporting on Sales and Manufacturing figures for senior management.
* Defined functional changes and project managed implementation for SAP ERP solution to enhance business processes.
* Negotiate and agreed support contract with third parties for IT Systems in line with business requirements.
* Troubleshoot, maintain and implement new Business Partners on EDI System for Sales Order and Invoice processing.
* Implement EDI interface to third party warehouse for Stock Management.
* Virtualise existing infrastructure onto Dell Equalogic hardware and using VMWare 3.5 to improve capacities and reduce risk of failure.
* Negotiate and migrate mobile phone contract to new supplier on 2 year contract for projected savings of £20,000.00
* Implemented MRP on SAP system, training work force, created custom business reports for Yield Analysis and communicating benefits to all users.
* Communicating  to all levels to become an effective leader within the business managing change.
* Upgraded and migrated all users from Exchange 2003 to Exchange 2007.
* Recruitment and development of IT Support technician, with successor planning within IT Department.
* Identified IT Training requirements of users within the business, created and delivered IT training documentation.

**Altrix Healthcare -** **IT Manager** – March 2007 to April 2008

*Implemented Disaster Recovery*

* Audit business requirements (CFIA, BIA and CRAMM)

*Implemented Bespoke Application*

* *Worked with third party and utilized Rapid Application Deployment methodologies*

*Implement Incident and Problem Management to improve Quality of IT Services*

* Researched and Implemented Software Tools to support IM process
* Trend analysis of IM data to identify areas of infrastructure under pressure

*Database Administration for 3 SQL Database Servers*

* Creation of maintenance plans to ensure maximum availability of systems
* Transact SQL statement programming

*Provide 1st and 2nd line technical support*

* Work with 40 users at all levels in the business on a day to day basis to provide IT support
* Ensure Server Infrastructure runs at the highest levels of availability and reliability

*Define yearly budget and monitor spending levels*

*IT Governance and Policies*

**Target Express Parcels -** **ICT Infrastructure Manager** – 1996 to March 2007

*Responsible for the Infrastructure within Target Express Parcels*

* Data Centre containing 50 Servers
* 900 Desktop Computers
* Support for Infrastructure Services across 50 sites
* Network and communications equipment
* Attend Monthly IT Steering Group meeting to report progress on Infrastructure Projects
* Define Key Performance Metrics for reporting Infrastructure Performance

*Responsible for Network Administrator, 3 Network Technicians, IT Technician and Contractors*

*Define vision and scope for Infrastructure services*

* Research emerging technologies
* Prototype and build test environments for knowledge learning

*Implementation of ITIL Service Management services for Infrastructure management*

* Creation of Event Management solution to monitor data centre
* Create Operational Documentation Library

*Project Management of Infrastructure projects (major and minor)*

* Implementation of Kilostream, Frame Relay, ADSL and IP Clear MPLS data networks
* Implementation of Citrix Presentation Server 4.0 Farm
* Implementation and Management of Wireless network across 50 sites to support 200 hand held devices
* Design and install highly available SQL Cluster upon SAN solution

*Review Firewall and IDS logs daily*

* Create ITT for Firewall solution and manage supplier response
* Implement and support Firewall solution
* Design and install SNORT Intrusion Detection Solution

*Database Administration for 6 SQL Database servers*

* SQL database and hardware Performance monitoring
* Creation of maintenance plans to ensure maximum availability of systems
* Transact SQL statement programming

*Provide 3rd line technical support to internal IT department*

*Create Software License Management Policy*

* Create Definitive Software License repository
* Audit Software installed
* Implement Software License Policy to ensure compliance to legal requirements

*IT Governance and Policies*

* Create and implement IT Security Policy with agreement of users
* Create Backup and Restore policy for IT Services
* Create IT Service Catalogue
* Create and implement Password policy

**Technical skills**

*Microsoft Windows Server NT/2000/2003/2008/2014*

* Active Directory Implementation
* DNS/Wins/DHCP
* Clustering Solutions
* IIS and Share Point

*Network Management*

* Cisco IOS programming on Cisco Routers
* 3com/Cisco/HP Procurve Switch Management VLAN’s/Qos/Monitoring
* Sniffer Network Analysis (monitoring 7 layers of OSI model for network applications)

*Reporting Solutions*

* MS SQL Reporting Services
* TargIT
* Qlikview
* Power BI

*Microsoft SQL Server*

* SQL Performance Analysis and Tuning
* Creating Maintenance tasks for Backup/Optimizing
* Transact SQL Programming

*Firewall/VPN and Security Configuration*

* Secure Computing Sidewinder
* Netscreen/Sonicwall/Firebox
* Astaro Firewall

*Email Server Management*

* Microsoft Exchange

*Citrix XP Presentation Server*

* Server design and build
* Application installation and testing
* Troubleshoot and resolve issues
* Test and select client device
* Implement Secure gateway for remote access

*Anti Virus / Anti Spam solution*

* MacAfee Total Virus Protection
* Sophos Anti Virus
* Symantec Anti Virus
* Websense SPAM Filter
* Barracuda SPAM Filter

*Development / Programming*

* Java, HTML, CSS, JSP, PHP

**Relevant Courses/Qualifications:**

**Qualifications**

* MCP for Implementing and Supporting NT Server
* Cisco Certified Network Associate
* ITIL Managers Certificate for IT Service Management

**Training Courses**

* AWS Solutions Architect
* Java / HTML / CSS / PHP Development
* Interconnecting Cisco Network Devices
* Dale Carnegie Executive Development Program
* Negotiation Skills
* ITIL and PRINCE2

**Hobbies/Interests:**

Acoustic and Electric Guitar

Running:

Total Warrior 2012

Chester Half Marathon 2013 and 2014

Cilcain Hill Race 2013 and 2015

Warrington Half Marathon 2013, 2014, 2015 and 2016

Regular at the Warrington and Pennington Flash Park Run.

**References:**

Can be obtained on request.