**Mr Jamie Green**

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**Professional Profile**

An experienced, innovative and highly skilled IT professional with extensive exposure to varied industrial and operational environments. An IT infrastructure and project management expert with a wealth of experience and proven track record.

Commercially focused IT leader who believes in empowering staff, providing coaching and training to build an exceptional IT service delivery.

**Career Summary**

**2008 – Present Combined Selection Group**

IT Director

Responsibility for the group IT function and project management, reporting to the business owners. A hands on role where technical expertise is a must.

Seven offices in the UK and further locations in Sydney, Dusseldorf, Dubai and Singapore total of three hundred users.

* Upgraded Microsoft environment from 2003/2007 Exchange to 2012/2013 Exchange across eleven locations
* Migrate two business units to cloud/Office 365 solutions
* WAN implementation – VPN, Firewall, TCP/IP routing configuration
* Upgrade 300 PCs from XP to Windows 7/8
* CRM consolidation and roll out across 11 business units
* AVAYA/VoIP telephony implementation
* Hyper-V implementation
* Project manage business merger from 8 separate companies
* Build of two data centres
* Multiple business relocations and establish new locations
* Technical/hands on lead for all projects
* Implement SLA's and KPI's
* Employee management/appraisals - four direct reports
* Budget responsibility
* Manage office moves and establish new office locations

**2007 – 2008 Ventura (Capita)**

**IT Project Manager**

Ventura is the UK’s largest outsourcing company employing over 11000 employees and providing services to the most successful organisations in the UK.

* Managed the migration of Volkswagen UK’s contact and technical excellence centres into a single Ventura contact centre. Delivered on schedule and to budget within the £5million project.
* Full life cycle IT project management for complex and large scale projects following PRINCE2 methodology.
* Extension call centre telephony/call handling implementation
* Data centre implementation
* Disaster Recovery planning

**2005 – 2007 Digital Exchange**

Technical Services & Project Manager

Digital Exchange is an IT services company providing installation and support of computer/telephony systems throughout the UK.

* Implement DR Suite
* Technical lead
* Managed up to forty simultaneous projects managed
* Implement SLAs
* Implement employee appraisals
* Pre sales consultancy
* Seventeen direct reports
* Hundreds of infrastructure and telephony projects delivered to customers

**2003 – 2005 Maccess Ltd**

IT Manager

Maccess is the largest supplier of car parts, car accessories and car care in the UK.

* Implement a new Microsoft infrastructure/domain across 33 offices/locations
* Implement Microsoft Exchange mail solution
* Implement Cisco VoIP solution
* Seamless merger of acquisitions
* Ten direct reports
* Budget responsibilty
* Implement MPLS WAN
* Manage IT function move

**1999 – 2003 Trader Media Group (Auto Trader)**

Technical Services & Project Manager

Following the merger with Guardian Media Group I received a promotion to the position of group Technical Services Manager & Project Manager.

* Responsibility for thirty business units/locations
* Twelve direct reports
* Server and desktop replacement to support circa two thousand users
* Exchange mail roll out
* WAN implementation
* Citrix XP implementation
* Budget responsibility

**1997 – 1999 Hurst Publishing Ltd (Auto Trader)**

IT Infrastructure & Project Manager

Following a successful period at branch level I received a promotion giving me responsibility for the IT infrastructure twelve nationwide Auto trader production centres.

I had the responsibility to project manage the deployment of the automated production system written for Yorkshire Auto Trader across twelve production centres. The overall project involved a complete technology refresh including PC and Apple desktops, WAN, LAN’s and a group standard Database and pagination system. Ongoing duties included IT strategy, project management, research and development, support, configuration and the day to day management of five local IT staff and eleven remote IT support staff based on site.

**1995 – 1997 Graphics Communique Ltd (Auto Trader)**

IT Manager

As IT Manager my responsibilities included the design, configuration, development and support of the magazine production system. The installation consisted of Apple Macintosh, Windows, SUN/Unix, NT/Apple Workgroup Server solutions.

During my time I wrote and implemented a production system to produce the Yorkshire Auto trader based on Apple/PC platforms. This system used a ‘4D’ database system to marry text and images resulting in the automatic creation of Europe’s largest weekly magazine title.

This installation was to become the standard installation throughout the group, producing the largest weekly printed product in Europe.

**1992 – 1995 Apple UK (Leeds)**

Technical consultant

This role involved the specification, installation, configuration and technical support of Apple based computer systems throughout the UK. Mainly in the print and design industry, working with leading newspaper groups.

**1989 – 1992 PLM Redfearn Glass Ltd**

Analyst/Programmer

Following college I was employed as a Trainee Analyst Programmer and quickly became promoted to Analyst Programmer. Systems were DEC/VAX COBOL and DCL and ‘green screen’ terminals.

During my time I became responsible for all PC and Apple based systems which were rolled out to most areas of the business.

**Technical Skills/Training**

Windows 2012, 2008, 2003, 2000 NT4 Server

Exchange 4.0, 5.5. 2013, 2010, 2007, 2003, Office 365

WAN, LAN, VPN, Firewall, Remote user TCP/IP Network design/administration

Avaya/VOIP

UNIX Administrator

CISCO Administrator

Filefinder CRM

Cisco call centre administration/IPC

NetApp

Draytek

Firewall 1

Novell Netware Supervisor

ACT product specialist

**Management Training**

PRINCE2

MS Project

S.S.A.D.M

ITIL introduction

Team Management

Business Analysis

Time Management

Staff management/Appraisal

IT Strategy/Planning

**Education**

6 at G.C.S.E

N.C.C. Diploma, Computer Studies

**Date Of Birth**

20th May 1972

**Nationality**

British