Ian Seddon

PROFILE

IT professional with a broad range of experience in the manufacturing and financial sectors incorporating customer support and training, asset and budget control, planning, organisation and administration. Results driven and commercially focused with a proven track record in delivering IT within a demanding environment. Excellent presentation and communication skills, able to liaise effectively with people at all levels. An enthusiastic team player and leader.

### KEY SKILLS

* 3rd Party Supplier Liaison.
* SOX Administration and Audit Processing.
* Management Information Presentation.
* Stakeholder Liaison.
* Process Analysis.
* ERP reports and forms design.
* ERP database design.
* Crystal Reports.
* Project and Budget Management.
* Backup Solution Administration (Veeam and Acronis).
* Anti-virus Solution Administration (AVG, McAfee and Panda).
* HP Managed SAN Storage.
* Avaya and IP-Cortex VOIP telephone systems.
* Microsoft Windows Desktop(7, 10).
* Microsoft Windows Server (2000-2012).
* Microsoft Exchange (2003-2010).
* Microsoft Office (97-2016).
* Microsoft Office 365
* VMWare vSphere/ESX 6.0

### SIGNIFICANT CAREER POINTS

'Headhunted' by two ERP software companies - Glaston (UK) Ltd and Redthorn.

Inherited and completed an ERP project in Budapest - Glaston (UK) Ltd

### CAREER SUMMARY

# IT Infrastructure Manager – Arlington Aerospace Ltd (Wythenshawe) May 2017 – Aug 2019

Responsible to the 'Arlington Industries Group IT Manager' for the support of onsite, IT/Telecoms infrastructure and VMWare environments, support and report writing for the onsite ERP system and user IT training, management of the internal IT infrastructure and liaison with third party suppliers, GDPR compliance.

Improving ERP data reporting to provide the business with appropriate solutions for decision making processes.

Liaising with suppliers and customers to improve production form layouts to match their processing requirements.

Restructuring ERP database for improved performance.

Liaising with a 3rd party IT support company to ensure support actions and developments are in line with the overall company IT strategy and working with them to ensure their responses are within the defined SLA's and cost budget.

Actions:

* Created user IT compliance documents.
* Implemented secure VPN access for remote users.
* Infrastructure Redesign, merging two distinct active directories.
* VOIP Phone System Replacement.
* Review of ERP reporting processes.
* Reformatting ERP reporting and forms to utilise 'Crystal Reports'

**Customer Support Technical Lead – Redthorn Feb 2016 – Apr 2017**

'Headhunted' by the CEO due to having experience of their ERP software.

Responsible to the joint CEO's for the support of customer ERP software installations, management of the internal IT infrastructure and liaison with third party suppliers.

Actions:

* Installation of customer ERP systems.
* Bespoke form design for customers (Crystal Reports).
* Specification and implementation of support call KPI procedures and reporting.
* Managing a project to improve case handling processes.
* Business process improvement.

**Interim Customer Support Manager – Valuechain.com Oct 2015 – Jan 2016**

Responsible to the innovations director for the creation of support processes and procedures for customer software and hardware installations and liaison with third party suppliers.

Actions:

* Specification of support call procedures and processes.
* Specification of case monitoring procedures and processes.
* Restructure of customer help manual.

# IT Manager – RTI Advanced Forming, Ltd Apr 2010 – Sep 2015

Responsible to the General Manager for the installation and support of onsite user workstations, IT/Telecoms infrastructure and VMWare environments, support and report writing for the onsite ERP system and user IT training, management of the internal IT infrastructure and liaison with third party suppliers. Auditing the ERP system user access to be in line with SOX requirements.

Actions:

* Custom form design (Crystal Reports).
* Creation of management information reports (Crystal Reports).
* Liaising with 3rd party IT support companies.
* Creation of SOX Audit Documentation and Procedures.
* Replacement of document imaging system.
* Created a robust backup environment and procedures.
* Created user IT compliance documents.
* Created standard workstation and touchscreen unit build procedures.
* Installed secure VPN access for remote users.
* Linked nearby satellite sites via direct microwave link.
* VMWare Administration.
* Replaced entire networking infrastructure.

**ERP Support Consultant – Glaston (UK) Ltd** **Feb 2007 – Mar 2010**

'Headhunted' by the Sales Director due to having experience of their ERP software.

Responsible to the Managing Director for the support of customer software installations, management of the internal IT infrastructure and liaison with third party suppliers.

Actions:

* Inherited and completed an ERP project in Budapest.
* Installation of customer ERP systems.
* Created standard forms, procedures and planning charts for customer installations and upgrades.
* Created standard documentation for the installation of company software to client workstations and servers.
* Inherited and completed a project in Budapest, from an Austrian colleague who left the company.
* Project Managed 5+ Large ERP Projects

# IT and Facilities Manager - Hansen Glass Processing Ltd Sep 2000 – Jan 2007

Responsible to the Managing Director for the control and administration of Windows (NT, 2000) and Novell environments, email and database systems, provision of facilities to main sales office to comply with HSE and fire regulations, creation of management reports.

Actions:

* Managed the implementation of a new ERP application.
* Custom form design (Crystal Reports).
* Liaising with 3rd party IT support companies.
* Managed a complete office rebuild and refurbishment.
* Designed and implemented a robust network environment.
* Designed and implemented business continuance processes for the IT function.
* Implemented VPN links to other 'Hansen Group' companies for shared networking.
* Designed network environments for other 'Hansen Group' companies.

# IT Consultant (Self Employed) – Peterian Support Services Ltd Feb 1998 – Aug 2000

Provision of IT and facilities management services to various client organisations.

Actions:

* Managed several office refurbishment projects.
* Designed networking infrastructure environments.

# Network Manager – Holt Lloyd International Ltd Dec 1995 – Jan 1998

Responsible for the control and administration of Novell and Unix environments, installation and configuration of Cisco routers and provide support to windows based workstations.

Actions:

* Liaising with 3rd party IT support companies.
* Created a robust virus prevention strategy for the internal email system.
* Created VPN access to remote headquarters (USA)

# IT Support Team Leader – Swinton Insurance Ltd Apr 1989 – Nov 1995

Responsible for managing three teams of four analysts providing support for branch based IT systems.

Actions:

* Created and managed a software library for branch system updates.
* Created an asset management system for branch hardware monitoring/replacement..

##### SPECIAL TRAINING

Quality Management.

Project Management.

Time Management.

"Bulletproof Manager" - Crestcom

##### CONTACT DETAILS

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##### REFEREES

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Bob Harding - Former colleague and personal friend

Special Projects Manager (Retired) - RTI Advanced Forming Ltd

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