**Stephen Carter** B.Eng(hons), MBCS, ITIL 4, PRINCE2© , Microsoft Certified

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**Information and Communications Technology Consultant**

*Proven consultant and thought leader with a talent for reviewing and analysing technology solutions to ensure seamless integration into global strategies and regulation.*

Repeated success designing and deploying voice technology solutions for government, contact centres and financial services markets. I possess industry leading knowledge and skill in building business cases and technology road maps to deliver organisational and technological transformation and drive business forward in a cost-effective way. Demonstrated ability to think strategically and sometimes radically to translate frameworks into tangible, real world practice and provide innovative solutions to complex problems. A highly collaborative leader able to forge solid relationships with strategic partners and build consensus across multiple organisational levels.

*‘What differentiates Stephen is that he looks at situations rather than point problems. He appears accepting of what has been procured but does seek a cost-efficient route to future technologies: technologies that themselves could drive efficiency and lower overall cost.  Stephen provides an evidenced based interface to support and inform the Authority’s future strategy and Service roadmap: in doing so he is a valuable asset to the Authority.’*

**Commercial Manager – Vodafone**

**Areas of Expertise**

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| --- | --- | --- |
| * Technology Solutions | * Product Management | * Unified Communications |
| * Analysis & Issue Resolution | * Thought Leadership | * Critical Thinking |
| * Networking & Infrastructure | * Diversity & Inclusion | * Contact Centre Technology |
| * Vendor Management | * Regulations & Compliance | * Transformation & Change |
| * Strategic Planning | * Stakeholder Management | * Leadership & Motivation |

**Career Achievements**

**CARTER IT SOLUTIONS, London, UK** | Consultant 2012 – Present

Provide consultancy expertise in voice and video solutions, call recording, and product analyses to several clients. Advise on voice, video and UC solutions and other technologies; contributed to global audits. Collaborate with compliance departments to predict and define future needs. Recent appointments include:

* Ministry of Justice | **Head of Telephony – Interim (12 Months):** Accountable for the end-to end delivery of the voice related product suite in the ministry of justice including managing a budget of over £25 million and an estate of over 80,000 users across over 1200 sites within the United Kingdom.

During my time with the ministry I was heavily involved in the management of multiple vendors such as BT, Vodafone and Unify (ATOS) where I oversaw both the service roadmap and monitored the delivery of key SLAs to the service desk as well as the financial and operational performance of the vendors. I proactively oversaw the abolishment of useless metrics and reporting and started implementing specific and measurable KPIs in their place working to ITIL best practice methodologies.

**Key achievements:**

* + Liaised and built relationships with finance and commercial teams to procure tools needed to deliver new product suite on time and to budget.
  + Identified measures to reduce conferencing costs by up to 80% for external based conferencing.
  + Introduced new controls to ensure better management of telephony related assets and accounts.
  + Established new reporting controls with finance and commercial teams to provide increased cost transparency from vendors and suppliers.
  + Worked with internal teams and vendors to identify in excess of £5 million worth of annual savings.
* Clipper Round the World Race 17/18 Edition **| Crew Member and Coxswain (9 Months)**
* Deutsche Bank | **Voice Analytics & Surveillance Consultant – Contract (3 Months):** Analysed and reviewed voice analytics and surveillance products to evaluate their ability to meet evolving regulatory compliance requirements.
* HSBC | **Voice Analytics & Surveillance Consultant – Contract (24 Months):** Assessed internal controls and gaps for continuous sustainability of trader-related data to facilitate automation and surveillance solution accuracy.

**Key Achievements:**

* + Implemented internal extraction processes to enable retrieving large volumes (~50K calls daily) of call recording data from multiple regions for analysis. Ensured full coverage of users for regulatory audio surveillance in the UK, US, and Hong Kong.
* Credit Suisse | **Product Management Consultant – Contract (13 Months):** Collaborated with voice, unified communications, and information governance project managers to conduct in-depth analyses and review of all recording products to determine ability to meet business requirements and successfully integrate with Microsoft Lync. Evaluated options to integrate call recording into strategic retention and analytics surveillance platforms.

**Key Achievements:**

* + Created and implemented call recording strategy to encourage vendor/supplier alignment with records retention program requirements.
  + Developed and implemented total cost of ownership model for call recording to facilitate correct charge-back to business units.
  + Built sustainable call recording system and user inventories to facilitate regulatory & internal audits.
* Red Box Recorders | **Consultant – Bespoke (2 Months)**: Conducted in-depth call recording product & gap analysis and review to determine sustainability for financial compliance market.
* CSC/UBS | **Call Recording Engineer – Contract (7 Months)**: Gathered design validation and requirements to drive global migration programme for call recording infrastructure. Set strategic and tactical direction for next generation of call recording, compliance software, and infrastructure and ensured alignment with global regulations.

**ORANGE BUSINESS TRADING SOLUTIONS, London |** Principal Consultant – Voice Compliance Solutions 2012

In this Pre-sales position, I liaised between customers and engineering to balance technical and cost constraints with business-appropriate solutions in the financial services and public safety industries. Facilitated effective communication between customer and sales/operations.

**Earlier Career**

**CITI, London** | Vice President Engineering Specialist – Citi Architecture, Technology & Engineering 2011 – 2012

**NICE SYSTEMS UK LTD |** Technical Solutions Consultant – UKIN Sales Engineering 2009 – 2011

**NICE SYSTEMS UK LTD |** Solutions Expert & Technical Project Manager – Professional Services 2008 – 2009

**COSMOCOM UK LTD |** Systems Engineer – Technical Operations 2007 – 2008

**INTELLECA VOICE & MOBILE, SA |** Senior Systems Engineer**|** Systems Engineer**|** Developer 2002 – 2007

**IDI TECHNOLOGIES, SA |** Junior Developer 2002

**Education**

**University of Lincolnshire and Humberside –** B.Eng (Hons) 2:1 in Electronics and Communication Systems Engineering

ISEB Foundation Certificate in IT Service Management (May 2006)

NICE Certified Engineer, including Interaction Analytics

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[AXELOS ITIL 4 Foundation (August 2019)](https://www.youracclaim.com/badges/445b121a-c5b0-4d0e-b304-6e5be9368e7a/public_url)

[Microsoft Certified: Azure Fundamentals (August 2019)](https://www.youracclaim.com/badges/5b28a0a3-31ce-4b30-aa02-556d50ec251c/public_url)

[Microsoft Certified: Azure Solutions Architect Expert (September 2019)](https://www.youracclaim.com/badges/3ac1a118-154f-4d8c-bab1-a98f43d1f12c/public_url)