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Top Skills

Cloud Computing
IT Strategy
Enterprise Software

Certifications

Speed Up Data Analysis and
Presentation Building
Use AI as a Creative or Expert
Partner

Frank Barnhouse

Founder | Developer

Leatherhead, England, United Kingdom

Summary

An energetic, positive and people-focused leader with:
Over 17 years experience in leadership roles within Microsoft Services – 5 of which were in direct management positions.
Broad and deep understanding of Microsoft Services business including operational and financial knowledge
A passion for technology and helping people benefit from using it.

Experience

Thinkanew Media Ltd

Founder | Developer

February 2010 - Present (16 years 1 month)

Leatherhead, Surrey

Created a ‘reminders’ web application using PHP (Codeigniter framework), HTML, CSS, JavaScript, MySQL and utilising CRON for scheduling. This was a 6 months development project. I have since been contracted again to create a business edition of the app over the next few months (working to a flexible schedule)

Proficient in developing on WordPress platform (PHP/HTML/CSS/JavaScript) and have developed numerous sites for clients

Facilitated 6 week technical training “bootcamp” for recent graduate hires at JP Morgan Chase. Training was based around the project development lifecycle adopted by the bank.

Designed and developed two iPhone/iPad apps with a UK automotive data company (DrivenData Ltd) and successfully marketed the app with them on the iTunes App Store. (Developed in Objective-C)

Worked with a UK book publisher (and the author/designer) to reimagine one of their titles in an iPad app – created over 2 months and demonstrated at the London Book Fair in 2011

Developed an iPhone application for an educator that is aimed at assisting young parents/carers with guided play with their infant/toddler

Provide on-going consultancy to media & press teams at Toyota GB, SABMiller, CBS Outdoor

Microsoft

17 years 10 months

Professional Development Manager

November 2005 - December 2009 (4 years 2 months)

Provided leadership to, and facilitated the professional development of, up to 35 technical consultants, architects, developers and project/program managers across the infrastructure service line of Microsoft Consulting Services (MCS)
Actively involved in the recruitment of all roles across MCS as well as regularly invited by leaders across Microsoft Ltd. to assist in interviews for technical and management roles in other departments

Developed analytical tools/reports and provided analysis support across Microsoft Services in areas such as resourcing, utilisation, performance management, engagement P&L as well as retail sales in the games division
As a member of the senior leadership team, I worked with management colleagues on all business issues from individual performance management to assisting with business strategy.

Presented monthly a business summary to my service line as well as regularly presented at monthly MCS group meetings

Business Analyst

May 2004 - November 2005 (1 year 7 months)

Reading, England, United Kingdom

Worked proactively with the delivery, sales and engagement management groups within UK Services to ensure the operation team was meeting their needs

Actively managed processes within the operations team to ensure seamless monthly invoicing of engagements

Provided leadership within the operations team and drove key initiatives with Finance and HR

Implemented weekly time conformance reporting for the consulting business
Created business reports that provided rich information about how time is captured in Changepoint and utilisation to-date for the entire delivery organisation

Co-developed a backlog forecasting tool which allowed engagement managers to easily capture and report their forecasts for each project they managed

Implemented process changes within operations team that led to more timely and accurate query management

Provided analysis of key business metrics for planning and mid-year reviews to senior leadership team

Program Manager, Business Systems

May 2002 - May 2004 (2 years 1 month)

Managed the successful deployment of key Services business systems in the UK, including Siebel, Changepoint, RPM and the associated reporting system (SIR)

UK/EMEA Lead in virtual EMEA and Global teams to specify, develop, test and deploy critical internal business systems (Changepoint, RPM and SIR)

UK Services Lead for policy compliance of local systems and tools

Supported both the operational and strategic elements of existing business systems and related processes area, by providing long and short term thinking, bringing a wider perspective, exception management and people networking.

Provided business consultancy to Services management in the areas of business systems strategy, problem identification/resolution, technology guidance and industry awareness/technology impact.

Actively involved in the development and delivery of training to roles across Microsoft Services on all new & deployed business systems

Premier Support Manager

April 2001 - May 2002 (1 year 2 months)

Reading, England, United Kingdom

Responsible for team of 25 TAMs (including 2 Managing TAMs)

Created additional Managing TAM head and managed the recruitment for the role

Actively managed the hiring and transferring of 5 TAM positions

Recruited student to work alongside my team who ended up joining Microsoft after graduation

Drove review calibration and managed review feedback for team

Actively involved in business development

Managed the P&L for the Finance Sector (£6m)

Managing Technical Account Manager

October 1999 - April 2001 (1 year 7 months)

Reading, England, United Kingdom

Responsible for management of 6 TAMs that owned Investment Banking customer relationships

Instrumental in creating and fostering this role -- now a standard role in across Premier Support (world-wide)

Actively participated in review calibration and provided review feedback

Responsible for support relationship with HSBC (1/2 dedicated contract)

Technical Account Manager

November 1993 - October 1999 (6 years)

Irving, Texas, United States

Assisted customers in the planning, use, support and implementation of Microsoft software and technology

Played a pivotal role in securing one of the largest combined sales & services agreements in Microsoft history (to State Farm Insurance)

Actively involved in Premier business: hiring, mentoring & program development

Managed the Premier Central site server and generated monthly operational reports for all US regions

Ensured a proactive flow of information targeted at customers individual needs

Support Engineer / Mentor

March 1992 - November 1993 (1 year 9 months)

Irving, Texas, United States

Analysed problems and developed solutions to meet Microsoft customer needs

Acted as a technical lead and mentor by providing technical guidance and solution review to other support engineers

Led development of a support tool used by 2,500 Support Engineers across the US (developed in Visual Basic & Visual C)

Developed intranet-based survey tool for the Windows 95 development team - survey went to all employees of Microsoft

Wrote technical articles for the Microsoft Knowledge Base

The Brice Group (I Can't Believe It's Yogurt)

Franchise Accounting Clerk

October 1990 - March 1992 (1 year 6 months)

Carrollton, Texas, United States

Maintained franchise contract system for over 350 stores worldwide

Provided financial analysis of the franchising business to leaders across The Brice Group

Tracked, calculated and invoiced franchise store royalty & marketing fees

Timber Creek Software

Co-Founder

1985 - 1988 (3 years)

Created and managed a software business that catered to residential real estate agents in the State of Texas

Developed an MS-DOS based applications (in Microsoft C) that allowed real estate agents to electronically complete/store/print contracts

Partnered with legal writer to integrate official training text into software

12 Colleges added the software packages to their training curriculum

Education

The University of Texas at Dallas

BSc, Economics & Finance · (1989 - 1991)

Dallas College

Studied Business, Marketing and English Literature · (1988 - 1989)

Southern Methodist University

Studied Computer Engineering · (1987 - 1988)