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John Miller

Profile	Dynamic and innovative, a true motivational team player. Proven track record in the identification and exploitation of business improvement opportunities. Able to demonstrate drive and tenacity in the pursuit of exceeding customer expectations. A skilled problem solver who can think laterally, empowering those around to excel in their strong points and strive, in a positive atmosphere, to examine their areas for development. Articulate and confident, with extensive experience communicating at all levels both internally, and whilst representing the company. Contagious positive influence on team members, can optimise both information technology systems and those that rely on these systems.
Career summary	After completion of 'A' levels, started full time employment with major supermarket chain. Joined Michelin Tyres age 20 as machine operative within the Quality Control Department. Promoted to salaried technician and subsequently Quality Guarantee Manager for 16 highly trained technicians, later to the position of site wide Materials Controller. During this period launched Future Software Solutions Ltd., supplying bespoke software and hardware solutions to a limited client base (by recommendation only). Commenced as IT lecturer with Stoke-on-Trent Cauldon College, most recently teaching the most advanced database development course run by the college. After cessation of tyre manufacturing at Stoke site, employed as analyst programmer within Michelin, responsible for complete life cycle of custom software dedicated to commercial and logistics operations within the organisation. Took a voluntary redundancy package from Michelin to become the IT Manager with Bridgewater Pottery Ltd, after 6 years moved to be the IT Manager of Arrow Imaging Ltd, a scanning bureau in Tamworth, later promoted to IT Director. While at Arrow, managed the ISO9001 system and implemented ISO27001, throughout my 6 years at Arrow designed, implemented and trained users on many innovative new systems and developed most of the software systems that the company sold to their customers. Arrow was sold to a competitor by the family owners in 2011 and the site closed. Despite being offered a position with the new owners I left to create (Co-owner) Complete Scanning Ltd, based in Lichfield. Fully responsible for all production\quality and IT systems and support. Creating many bespoke software packages to aid the growth of Complete Scanning, in 4.5 years the company has grown from zero to 0.3million turnover. Since 2011 my own IT support and business development company 'Our IT Manager Ltd', has been supplying bespoke software and business development processes to local companies.
Key skills	Hands on manager with proven team building and motivational skills. Realisation of the capability of IT within a modern organisation, improving company performance through empowerment of its employees. Multi disciplined professional with experience of many different market sectors. Considers the 'people' aspect of any IT solution to be the real objective. Enjoys variety in the work place with a personable demeanour, revels in the satisfaction of clients whilst always exceeding customer expectations. As one of the 5 man team in Michelin Tyres who originally implemented QS9000 I have a passion for continuous improvement and apply these PDCA principles to all my activities.

Experience
Apr 2013 – Jan 2018

Complete Scanning Ltd
Lichfield, Staffordshire
Co-founded the business and grew from 0 to 330k PA within 4.5 years.   Responsible for all internal processes, operator training, hardware and software purchases. Starting with a clean slate was able to build custom processes and database applications that gave the company a competitive advantage against other small scanning businesses. We were a small business with processes and systems more commonly found in a large enterprise. Many on-site installations of SQL Databases and custom front end client software to our customers. Single-handedly responsible for all aspects of the IT infrastructure\security\IT support (both in house and customer facing) and secure encrypted co-location backup of 20,000,000+ scanned images in multiple formats.

Nov 2011 - Present

Our IT Manager Ltd
Stoke-on-Trent
Owner, delivering innovative IT solutions to local SMEs. Supporting local SMEs in all aspects of technology procurement, data security and operator training on new technologies.

July 2007 – Nov2011

Arrow Imaging Ltd

Tamworth

Employed as IT Manager and later IT Director. Full responsibility for all technological aspects of the company's activities. Using modern state of the art equipment Arrow converted over 4,000,000 pieces of paper a month to electronic images and data. Securely returning these to the 250+ customer base in the customers preferred format, from simple CD\DVDs to secure web-hosted repositories. Successfully implemented ISO27001 across all business activities, allowing Arrow to compete for more sensitive contracts like the MOD & NHS. Designed and implemented a new warehouse management system with full audit trail. Planned and implemented a brand-new software product (Docufile) that became Arrow's best-selling software in its 28 year history. Designed and managed the coding (using external contractors) of a modern web-hosted document management solution. Took ownership of the companies ISO9001 certification, previously managed by an external contractor. Designed and implemented a real-time data processing software system that stopped the production scanners being turned off at the end of each batch, reducing down-time and generating an additional 25% available production time every day while improving delivered quality to our customers.

Feb 2002 – July 2007

Bridgewater Pottery Ltd

Stoke-on-Trent

IT Manager, with full responsibility for all aspects of the company's IT infrastructure at the Stoke headquarters, 3 national retail outlets (2 in London, 1 in Edinburgh), together with various remote access users including sales staff across the UK and Ireland. Introduced SDSL and VPN technology allowing secure site-to-site communications and full data access for authorised employees. Designed, created and implemented bespoke software to fully monitor all internal aspects of the production process.

Created and presented a series of custom built Microsoft Office training modules of 1 to 2 hours duration on specific work-related tasks eg 'Introduction to Graphing in Excel', 'Advanced data manipulation in Excel', 'Use of ODBC and Query design in MS Access' and several more. Responsibility for planning and implementation of £150,000 IT budget. Left Bridgewater after the HQ operation was relocated to London and I wanted to remain in the Midlands.

1984 – Feb 2002

Michelin Tyre Plc

Stoke-on-Trent

Analyst Programmer (2000-2001)

Working within a small 3-person team, with a dual function of maintenance and development of all PC based custom software related to the Commerce and Logistics departments.

Site wide Materials Manager (1999-2000)

Manager Product Guarantee Team (1997-1999)

Presentation of area of responsibility to 3rd party audit accreditation team on each of three annual visits.

Manage a team of 16 Quality controllers.

Reduction of departmental 'paperwork' by 95%, this as a direct result of creation and implementation of modern IT solutions.

Designed implemented and trained users on ISO9002 auditable archiving database, implemented throughout Stoke site.

Designed implemented and maintain a 60 user database recording and tracking company production levels, non-quality costs and business critical indicators.

Note: From 1984 through 2000, though not an active part of the Michelin computer services department, have been contracted by Michelin to create company software applications, quoted at Michelin request, delivered on time, to agreed specification and training courses run for users. Work carried out exclusively 'in own time', paid for as overtime beyond normal salary.

Sept 2000 - July 2003

Part-time College Lecturer

Stoke-on-Trent College (Both Burslem and Cauldon campuses)

Teaching nationally recognized qualifications in MS Office based applications for OCR, RSA and the NOCN, up to and including A level standard works. Lastly (year 2002-2003) teaching NOCN Database Level III, the highest level currently delivered by the college. Though the college is investigating the possibility of a 'Super Class' that will go beyond even this.

Software used in addition to all versions of MS Windows

Firewalls (Configured & Maintained), pen testing and VPNs (site-to-site) implemented

Windows Server 2000 - 2016 (inc Install/Set-up & configuration of Active Directory\DNS etc)

Virtual Machines from VMWare ESXI to Stand-alone player

NAS configuration from Synology, Dell & HP

All versions of VBA across the complete MS Office suite from Office 2.0 to Office 2019

MS Access specialist, with hundreds of systems designed, built tested and implemented

MS Exchange mail systems and other hosted e-mail mechanisms

MS MapPoint

MS SQL Server, all versions, including migrations and integrations to and from SQL Server

FTP server & client software

VOIP phone systems from several manufacturers\suppliers

Pervasive 2000i Database engine (Btrieve databases)

Visual Basic Versions 4, 5 & 6

Macromedia suite inc Flash

DOS and Powershell scripting (*.bat files) and VBS\PS scripts

AutoPlay CDs created (including 'Self-Train' manuals for my software)

Screensavers Created

Html, IIS, CGI script & Asp

Networking (TCP/IP Based) set-ups including VLans

WordPress and other CMS applications

Remote access software, inc TeamViewer, Terminal Services, RDP, RWA & LogMeIn Pro.

All aspects of a commercial scanning\digitisation business, based on Kodak hardware

Personal Details

Age - 55

Nationality – British

Marital Status – Married

Child Dependants – 1 daughter (Age 20 years), at John Moores University, Liverpool

Born – Glasgow, Scotland

Resident in Stoke – on – Trent 34 years

Education

1984-Present

1973–1980   Belfast High School, Jordanstown, Northern Ireland

GCE 'O' Level qualifications. (Inc, Maths, English Lang, Physics, Chemistry, Biology, Computer Studies, French, Geography

AS Level qualification (Mathematics)

A Level qualifications. (Geography, Physics, Biology)

Various vocational training modules within Michelin Tyre Co. Including:

Management Professionalism	Statistical process control	Statistics in modern industry	Visual Basic Advanced (Learning Tree)
Michelin French Level I, II, and III	Health and Safety at work	A companies Responsibilities to its employees	Quality Circle team member course
Technicians training program	Michelin management	ISO9000 quality standards (QS9000)	Project team managers course
Quality Circle team leader course	Project team members	Problem solving techniques	

Interests

General IT, all aspects including www. General mechanics, cars, motorcycles (this year a Ducati 1200). Currently doing the IAM RoadSmart training course. Watercolour painting. France – visiting the country, learning the language which I have been doing for 30 years. I am a big Rugby Union fan, someone has to support Scotland!