**Name: David Blackmur**

**Position:** Google Apps Deployment Consultant

**Location:** Midlands

**SUMMARY**

Strong Google Apps Skills & Experience with Jaguar Land Rover

Strong Microsoft Skills

First-class communication skills

A multi-skilled professional with broad IT experience including Internet Technologies, Cloud Computing and Audio Recording Technologies.  
A strong team player who adds value at every level, with the ability to manage complex situations through a combination of leadership, intellect and action.

### Key Strengths

* Google Apps for Enterprise Service Management, Support and Administration (Mail, Calendar, Contacts, Docs, Sites, Talk, Groups, Video, Postini etc.)
* Google Apps Implementation, Support and Administration
* Advanced user of Microsoft Office applications
* Windows and Mac OS Platforms
* Wide skills base in multimedia applications including Adobe Creative Suite
* Experienced in website design and development (including HTML, CSS, Joomla, Mambo, Wordpress and SharePoint)
* Process design and implementation
* Design of training materials and documentation to support business software
* Report writing and data analysis
* Keen and fast learner
* Efficient and proactive

### Professional and Academic Qualifications

### BSc (Hons) Music Technology 2:2 University of Central England (UCE), Birmingham 2002 - 2005

**Training and Education**

* European Computer Driving License (ECDL) with 97% average
* Advanced Word, Outlook, Access, Excel, PowerPoint, Project, Visio and Windows XP training via Jaguar Land Rover TMA
* 2 A-Levels in Music Technology and Music
* 1 AS-Level in Computer Studies
* 10 GCSE’s Grades A\* to C

**Other Experience**

* Website and Email Solution Design, Implementation and Management for churches and small businesses
* PA management, training, operation for St. John’s Church, Harborne, Birmingham
* Audio-Visual and 'MediaShout' software trainer for The Crown Church, Handsworth, Birmingham
* 'Easy-Worship' software trainer for UCE Christian Union
* Two years as Secretary and Finance Officer for UCE Christian Union
* Hardware and Software Procurement

### Employment Background

**Jaguar Land Rover IT Department Jaguar Land Rover (Contractor)** 12/2007 to Present

**IT Services: Google Operations Analyst / Admin Jaguar Land Rover (Spring IT)** 10/2010 to Present

**Google Service Management**  *Lode Lane, Solihull*

*Part of a team of 3 looking after the day to day management and support of circa 26,000 Google Apps Accounts at Jaguar Land Rover (Mail, Calendar, Contacts, Docs, Groups, Sites, Mobile, Video, Postini, etc).  
Third Line Support.  
Involved in Service Management and decisions.  
Responsible for the Design and Implementation of JLR Google Service Management Processes.  
Responsible for Google Change Management within JLR.  
Responsible Google Communications to the business as well as website design and management including the Google Apps Portal (User facing) and Google Apps Knowledgebase (Service Desk reference). Google are planning to release my KB design as a template available for other businesses to use.  
Liaison with our Google Technical Account Manager (TAM) to talk through issues and upcoming products/releases via both telephone, email, documents and video (Google Talk).  
Management of our Google Apps Helpdesk (4 SMEs approx 30 agents) - current issues, new releases/updates, escalations, SLAs/SLTs/KPIs.  
Responsible for Knowledge Transfer pre and post move from a Service Desk based in Romania, bringing Google Apps Service Level Targets (SLTs) met up to 95% from 80%, First Time Fix levels from 55% to 76% and Customer Satisfaction from 78% to 90%.  
SME in Bulkmail to Groups migration project, migrating the legacy Ford Bulkmail Email communication system to Google Groups.  
Lead in Google Chat (Voice and Video) adoption programme, including hardware procurement and implementation of device procurement process.  
Lead in a number of JLR Google Trusted Tester Programmes under NDA.*

**IT Services: Google Steering Group Jaguar Land Rover (Spring IT)** 09/2009 to Present *Lode Lane, Solihull*

*Involved in the Google decision making and planning for JLR.  
Meeting weekly to discuss recent issues affecting the Google Apps service and plan for future releases and products that Google have notified us of as well as projects to promote Google Apps products within JLR.  
Face to face meetings with Google attended on a quarterly basis as well as Audio Conference Town Halls, Product Calls and Q&A sessions.*

**IT Services: Team Leader – Google Floorwalking Jaguar Land Rover (Computer People)** 01/2010 to 07/2010*Lode Lane, Solihull*

*Responsible for a team of 6 Floorwalkers providing post-implementation Google Apps at-elbow support.  
Responsibilities included managing rotas, holidays and escalations as well as generating reports and metrics.*

**IT Service Ops: Team Leader - IT Advisor Service Jaguar Land Rover (Computer People)** 08/2009 to 10/2010*Lode Lane, Solihull*

*Responsible for a team of 3 “IT Advisor” Floorwalkers, providing at-elbow (onsite) 2nd Line support (application and hardware), as well as telephone support to 15,000 users.  
Service withdrawn from the business in October 2010 due to cost saving.*

**IT Service Operations: IT Customer Relations Analyst Jaguar Land Rover (Computer People)** 12/2007 to 10/2010 *Lode Lane, Solihull*

*Floorwalking support on 5 sites in the West Midlands, encountering both hardware and software issues, including Windows, Microsoft Office (Outlook, Word, Excel, Access, PowerPoint, FrontPage, Project, and Visio) and Adobe Application support.  
All issues assigned through a 2nd Line Fix Group using 'BMC Remedy' or requests via the IT Customer Relations Inbox, with major or concerning issues being escalated.  
Departmental IT support projects including data collection, analysis and reporting.  
Providing 1:1 and group training for applications and company processes.  
Design of IT training materials.  
Administration of the Helpdesk website and monthly newsletter using Adobe CS3.5 (including HTML, CSS and JavaScript hand coding).  
Design and authoring of the IT Transition newsletter (distributed worldwide to Ford, TATA and JLR).  
Migration and re-design of Helpdesk websites onto Sharepoint and Google Sites.*

**Student Computing Telephone Advisor (IT Support) Unitemps** 09/2007 to 12/2007 *Warwick University IT Services, Coventry*

**Casual Staff - Exhibition Builds Unitemps** 05/2007 to 06/2007 *UCE Birmingham, Bournville*

**Music and Drama Technician** **Myton School** 06/2006 to 03/2007  
 *Warwick*

**Casual Staff - Exhibition Builds Unitemps** 04/2006 to 06/2006  
 *UCE Birmingham, Bournville*

**Music Technology Assistant Wells Cathedral School** 01/2006 to 04/2006  
 *Wells, Somerset*

**Waiter The Arts Café** 10/2005 to 12/2005  
 *Birmingham*

**Voluntary Audio Engineer St. Martin’s in the Bullring** 09/2003 to 12/2005  
  *Birmingham*

**Bar Steward** **(Sergeants’ & Officers’ Mess) DSS (Eurest)** 06/2003 to 09/2004  
*(University Holidays)*  *DSL Beaconsfield*

**Meat & Fish Service Counter Assistant Sainsbury’s Supermarkets** 01/2001 to 12/2001  
  *Chesham, Buckinghamshire*

**Casual Office Clerk Chiltern District Council** 07/1999 to 09/1999  
*(School Holidays)* *Amersham, Buckinghamshire*

### Additional Information

* Full clean driving license