

- **Website Delivery** – Ensuring the release schedule of the new website has been agreed, CAB approval, BAU handover is complete and communications have been sent informing the business of the release and planned site outages.

May 07 – Nov 13



BPP Professional Education, London – IT Project Manager

- **Delivered Secure Print Management** - Scoping, planning, managing and delivering new secure PIN print facilities to 28 UK campuses within four months and under budget.
- **Delivery New Campuses** - Scoping, planning, managing and delivering (against budget) IT infrastructure requirements for office relocations around the UK including 2 call centres, a new HQ and 6 new exam centres.
- **Delivery of a Company-Wide Telephony Upgrade** – Ensuring all campuses are on the same hardware & software platform and roll out of ISS functionality such as call recording, unified comms and 6-digit dialling.
- **Delivery of a Company-Wide Desktop Refresh** - Ensuring all departments have standard kit, operating systems and applications to enable better support.
- **Delivery of MS Lync** – A company-wide roll out of unified communications software.
- **Matric Management** - Co-ordinating project team members from each area of the business including time management and scoping work assignments.
- **Change Management** - Reporting and chairing weekly meetings to approve and manage change across IT. Authoring of progress reports and other MIR
- **Delivery of an IT Purchasing Function** - implementation and improvement of processes associated with the effective operation of the IT Purchasing function.
- **Delivery of a Salesforce.com® CRM Platform** – Consultation with Department Heads regarding layout and functionality of the CRM solution & training of users.
- **CRM Systems Management** – Ensuring regular updates and communications take place.
- **Dynamics AX** – Involved in a company-wide project to implement a new Dynamics AX system.

Feb 05 – Apr 07



Martin & Co (UK) Ltd, Bournemouth – Special Projects Manager & Office Manager

- **Delivery of Website & Email Systems** – Design of the Front-end customer facing website and search facility, the Franchisee and Head Office Admin section of the company website; UAT of site releases, liaison with Marketing to ensure up-to-date site content, web support; auditing of property page content for each branch; migration of both the website and email domains to a new data centre and secure servers.
- **Delivery of a File Management System** - Design and initiation of paper and electronic filing systems for all key head office documents.
- **Franchise Support** – Set-up of email for new employees; set-up of website; planning and troubleshooting for new branch launches.
- **Delivery of Complaint Handling System** – Design and maintenance of the Complaints Log.
- **Procurement** – Securing best value for all products and services consumed by the business. Responsibility for all Head Office Facilities Management and insurance.

Apr 04 – Jan 05

Select Appointments, Bournemouth – Recruitment Account Manager

Nov 01-Apr 04

Ceuta Healthcare, Bournemouth - Telesales Business Manager

May 99–Nov 01



IAS Insurance, Bournemouth - Sales Trainer

- Selling Home Insurance and writing a new travel policy with the Managing Director.
- Training staff in Belfast and Bournemouth.

Examinations / Awards

Description	Date	Details
APMG-International	Sep '11	PRINCE2 Registered Practitioner (P2R/836483)
CRM Admin Training	May'07	Pass awarded by Salesforce.com®
REC Exam	Nov '04	Pass awarded by The Recruitment & Employment Confederation (REC)
Train the Trainer	Feb '01	Blue Sky Training
All Saints R.C. School, Mansfield	Sep '88 - Jun '93	7 Grade C-E (Inc. Math & English)