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Summary

Accomplished IT Manager, Project Manager, Development Manager and Systems Analyst. Sound education with current experience of leading edge media developments particularly within the automotive industry. Dedicated, honest team member with a flair for reliability and accuracy

Experience

Head of IT (2006 – present)

Car Shops Ltd (Northampton)

In 2006 I transferred to a role solely within The Car Shops Ltd undertaking some further local cost saving IT projects and overhauling the website www.carshop.co.uk. My most recent infrastructure projects were the decommission of IT within our Manchester site and the complete implementation of IT infrastructure for our new Car Shop Megastore in Swindon (June 2007). Currently undertaking a project to replace our Dealer Management System. IT runs lean and mean at Car Shops Ltd and I feel we contribute to the commercial success of the business.

Group IT Manager (2002 – 2006)

Camden Motor Group (Leighton Buzzard, Bedfordshire)

In 2002 my role changed and I became responsible for all IT within the Camden Group. This role required control of over £2m costs annually and I presided over several significant cost reductions including a network rationalization and a single saving of £30,000 on computer maintenance. The IT team was 13 strong until I suggested dismantling in favour of smaller units within the separate limited companies owned by Camden Ventures Ltd. *I have rarely felt the need to protect my role, I believe what is good for the business will prove to be good for myself*.

E-Business Development Manager (2001 – 2002)

Camden Motors (Leighton Buzzard, Bedfordshire)

In 2001 I was persuaded to return to Camden after a break of five years to implement a full e-business

strategy across the Camden Group. By the close of 2002 we had every used car across the group online across several classified brands and two call centres, one in Essex and one in Northampton.

One of the challenges of this period was to connect the concepts of virtual business with the traditional cultures of bricks and mortar sales management.

Systems Analyst (1999 – 2001)

2nd Byte (Godalming, Surrey)

In November 1999 I was persuaded to join 2nd Byte who were suppliers to Haymarket. 2nd Byte are a very strong automotive development company with several car manufacturer's as clients, they also support new-media channels for publishing and services clients. In a growing company I was involved in the creation of a robust development method and associated project management controls which allowed the company to grow in a controlled way.

With invaluable field experience in implementing new-media solutions I was able to turn clients' desires and ambitions into specific and measurable design specifications. So often the aims of new-media sponsors can fall foul of nebulous strategic thinking. With several successful projects up and working I proved it is possible to avoid this with our clients.

Skills in this role:
▸ Project Management

▸ Digital TV interface design, Systems design and specification

▸ Electronic publishing systems

▸ Technical consultancy

▸ Cold Fusion and SQL database integration

▸ Statistical analysis

▸ Electronic Commerce

▸ Customer Relationship management

▸ Content Management

Systems Development Manager (1998 – 1999)

Haymarket Publishing (What Car) (Teddington, Middlesex)

In January 1998 Haymarket Magazines bought the Car Shop operation from Barclays Bank. I moved to Haymarket with only two other staff. Our brief during the first few weeks and months was to re-brand the Car Shop services as WhatCar?

This was achieved successfully and a new What Car site was launched April 1998. The site was re-launched in July 1999 with an improved interface and considerable database enhancements. We successfully integrated an on-line commerce facility using GiroBank. This implementation was project-managed by myself. We negotiated with several Digital TV companies regarding interactive services re-versioning the What Car site into a DTV format for Cable & Wireless broadcast.

Skills in this role:

▶ Project Management

▶ Digital TV interface design

▶ HTML design and integration

▶ Banner creation & management

▶ Electronic publishing

▶ HTML to SQL database integration

▶ Statistical analysis

▶ Electronic Commerce

Systems Manager (1996 – 1998)

Car Shop UK (Bletchley, Buckinghamshire)

I moved from Camden Motors Ltd in December 1996 to join the newly formed Car Shop UK Ltd as Systems Manager. The offices were designed to house our new call-centre and the required communications and hosting infrastructure - Network, Servers, PC's and digital phone system. My role was wide, being directly responsible for:

▶ Digital communications & ACD telephone infrastructure

▶ Local area network and two Intel servers

▶ All PCs & printers

▶ All applications - proprietary and bespoke

▶ Management information

▶ Business presentations

▶ Systems budget and maintenance contracts

▶ Internet design and 'Webmaster'

▶ Sky text design and change implementation

The launch of the new Sky text service in February 1996 meant that Car Shop had 12 weeks to design, build and test the new applications. I joined at launch minus 6 weeks and quickly became accustomed to the new infrastructure and tools of development. As each module was completed the operational responsibility was passed to myself and in February 1996 I took over a fully functional 24 hour operation.

Several extra module have been developed since the launch. Each one has seen my involvement and eventual control once live.

Business Development Manager (1987 – 1996)

Camden Motors Ltd (Leighton Buzzard, Bedfordshire)

I joined Camden Motors from British Car Auctions as Assistant Trade Sales Manager. The experience gained as an auction manager stood me in good stead as the new role was to be responsible for the disposal of group vehicles through auction.

In January 1991 Camden Motors took over responsibility for the disposal of Dial Contracts vehicles. With an increase in volume of about 12,000 came a new department - Used Car Distribution which sought to retain the best vehicles for group retail and to auction the remainder cost-effectively. At this point my role was re-defined as Office Manager within this department. The task was to create new business processes and tools to cope with this new function. I was responsible for developing a bespoke inventory management system and from this prototype several additions were made to our main Dealer Management System which achieved 100% automation of the entire disposal process.

In Autumn 1992 I was invited to extend this role across the whole group, beginning in 1993 with a complete analysis and upgrade of group reporting requirements. During 1994 and 1995 I was involved in several projects:

- Linking legacy model codes to industry standard and designing the software to maintain them.
- Authoring the EDI policy for the group and specifying resources, standards, software and communications to achieve this with our major suppliers and customers. I was invited by Barclays Global Payments to speak on Financial EDI at an EDA conference.
- Business process overhaul within after-sales and design and implementation of new fast-track software to support a more factory approach to volume vehicle refurbishment.
- At the end of 1995 I was working on the systems (including FEDI) to support a new company assisted car purchase scheme for our parent company.

Assistant Fleet Sales Manager (1984 – 1987)

British Car Auctions (Enfield, Middlesex)

I started straight from college as a collection driver but within 6 months had secured the role of Assistant Fleet Manager. I had direct responsibility for all fleet sales and especially the dedicated sales each Thursday.

I had to develop operational rapport with all fleet customers. After 3 months of the new role I began auctioning, second auctioneer to major sales and eventually solo on public Saturday morning sales. The challenge of my role was to co-ordinate all necessary resources: - valeting; engineer inspections; yard-staff and administration - to meet the sale deadline each week.

Skills

Project Management

▶ My fundamental experience and talent is in technical project management. The role is supported by my familiarity with the technical skills required to achieve an objective. Having run various IT departments I have complemented these with general management skills such as budget control and supplier management.

Commercial skills

▶ Cost control - I have been required to keep complete P/L control of the system costs across all suppliers, contractors and license payees. I have been used in support of many revenue schemes that rely on technology for their success.

Information analysis

▶ All raw data must be manipulated and interpreted before it can be used successfully in providing a basis for corporate decisions. From data springs information, which gives knowledge, which correctly interpreted gives wisdom.

Human resource management

▶ I always manage staff with clear values, achievable tasks, and I try to ensure they feel valued and motivated.

▶ Contract Management –

▶ Third party suppliers and contractors, each with their various commercial strengths and weaknesses needing to managed in a fair and expert way. I am able to empathize with their agendas.

Personal skills

▶ **Training** - Due to my involvement in the development of the applications, a large part of the initial training was something I was involved in. The feedback from this proved invaluable in redefining and product enhancements.

▶ **Teamwork** - Difficult to blow too hard about this but my sincere belief is that the Car Shop management team is second to none and that with positive interaction I have helped to achieve that standard.

▶ **Communication** - Presenting technical issues to a sometimes non-technical group or individual is a good test of presentational skills. Occasion often demanded such qualities from myself.

▶ **Patience** - Similar to the above but here it must be noted that with sufficient experience of technology in the hands of the user, tensions can be and are often dispelled.

▶ **Realism** - To achieve success one must have sufficient current product knowledge to be able to cut through the dross, but at the same time know what works and what doesn't. In the arena of green-field application developments delivery is paramount. I would like to suggest that with my experience I am able to achieve this.

▶ **Pressure** - Working to very tight deadlines and under pressure. When I worked for British Car Auctions the sale would wait for no man and I had to deliver. Together with more recent examples, this requirement comfortably becomes part of my employable skills.

▶ **Audience** - A rare but nevertheless useful skill is of being able to address an audience. As musician, one-time auctioneer and lay-preacher I have a quiet self-confidence in all situations and environments.

Technical skills

▶ Internet languages - HTML coding and screen design.

▶ Graphics - Corel advanced user

▶ Microsoft - Advanced user of Excel, Access, PowerPoint and Word.

▶ Advanced Windows user.

▶ UNIX System Management – Used to general administration, printers, account, backups etc.

▶ Software - All bespoke COBOL applications and standard Microsoft packages are supported and used extensively by myself.

▶ Information - Reporting and authoring all standard business reports and their presentation. Also analysis of data from 3rd parties.

Education

9 O'levels - 2 A'levels - GRSM (Hons) (July 1984)

▶ 6 module Polk Management training 2002 - 2004

▶ SDX IndeX systems communications Manager - Feb 1996

▶ SCO UNIX OpenServer Administration - Sept 1996

▶ IQ Software technician - June 1994

▶ RHEMA Management Development Course - 1992

▶ ISO 9000/BS5750 quality auditor - June 1993

▶ RHEMA communications skills - 1989Skills

Interests

▶ I am an elder at our church and this takes up a lot of time. I am also Musical Director of Leighton Buzzard Children's Theatre. We run shows quite often and have raised over £30,000 for Cancer Research. I used to play rugby for the County but now I am an armchair player!