



## ICS DreamTeam Member No 2233 CV

### Profile:

A dedicated and multifaceted Technical Consultant and Project Manager currently engaged primarily in Microsoft Dynamics product implementations. Especially experienced in end-to-end gated Microsoft CRM 4.0 project cycles including all project related activities, working within large network environments, integrating MS CRM with custom applications and web sites, CRM Plug-in coding, Web Extension creation and use of numerous marketed ad-ons for MS CRM. Possessing exceptional customer facing skills, with an excellent record in client relationship development, and accomplished interpersonal, motivational, mentoring and training skills that are effective at all levels.

### Technical Skills Summary:

- Microsoft Dynamics CRM 3.0 & 4.0 - Complete lifecycle implementations.
- MOSS 2007 - Complete lifecycle implementations.
- Project management, Gated Prince2 methodology in practice.
- . Net Application Development: Visual Studio 2005/8, C#.Net, VB.Net, ASP.Net, XML, HTML, CSS, JavaScript etc.
- MS SQL Server Development/Administration/troubleshooting
- MS Windows 2003 R2 Network administration/troubleshooting.
- Business Objects XI r2 – DB2 SQL - Oracle PL SQL etc. Universe and reporting development.
- Classic EDIFACT EDI and ANSI Messaging Development (AS400.)
- VB6/VBA/MS Access application development. 6 years experience.

### Work Experience:

From – To: September 2007 – Present

Role Title: CRM Consultant

From – To: March 2009 – Present

Project: FORS (Freight Operator Recognition Scheme) MS CRM 4.0 implementation

Description: Seconded to take over an existing MS CRM 4.0 project at Transport for London to create a hub of information for Freight Operators in London. The completed MS CRM 4.0 system would provide online functionality for London Freight Operators and provide TFL staff with the ability to manage relationships with Freight Operators in a huge variety of ways, using both core MS CRM functionality and custom designed inbuilt functionality.

<http://www.tfl.gov.uk/businessandpartners/freight/1286.aspx>

Project aspects:

- Upgrading MS CRM V3.0 to V4.0
- Extensive web extension design and coding
- Extensive callout to plugin upgrading including re-coding and new coding
- CRM 4.0 Integration with externally hosted website
- Project phase II technical application upgrades
- Website Integration High Level Design & documentation
- Phase II project High Level Design
- Multi-level functional specs
- All associated analysis, testing, documentation and support requirements.

- Project work including liaising between 3rd party web designers, TFL Business and TFL Information Management

From – To: February 2008 – March 2009

Project: Stakeholder Network MS CRM 4.0 implementation

Description: Completed 14 month full lifecycle MS CRM project at Transport for London. Working with TFL business, TFL Information Management and various third party companies to provide a central source of information concerning TFL's external Stakeholders. The application tracks dealings with local London Boroughs, central government, the London assembly and thousands of London-based action groups and communities, creating relationships between them all and thus clarifying TFL's position in ongoing communication with external stakeholders.

- CRM application High Level Design
- Functional and Business analysis
- Multi-level functional design specs
- Data cleansing overseeing
- Co-project management
- CRM 4.0 development work in staging environments including plugin coding and Web extensions
- Live CRM 4.0 implementation
- Overseeing Testing (system & UAT) & troubleshooting
- All change management requirements
- Support requirements
- Training and training manual requirements for third part training company
- All associated project, support and sign off documentation

From – To: January 2008

Description: Proof of Concept design to integrate MS CRM, MS SharePoint 2007 and K2 Workflow in conjunction with Microsoft and another major Microsoft Gold Partner – January 2008

From – To: November - December 2007

Description: Project scoping and development of Proof of Concept in MOSS 2007 for a major client.

From – To: January 2008

Description: Completed Microsoft Dynamics CRM 4.0 update training January 2008

From – To: November - December 2007

Description: Completed Microsoft Dynamics CRM Certification.

Customer: 2b.net Limited

From – To: September 2005 - August 2007

Role Title: CRM & Business Solutions Project Manager

Description: Working for the world's leading organisation in electronic power management systems as project leader, responsible for the successful implementation of new business software solutions and other technical business processes.

- Leading teams on various global sites in systems/application conception, ownership, design, risk assessment, quality assurance, initiation, implementation, testing, rollout and subsequent change management and support. Covering every area within the company, including manufacturing, supply-chain, distribution, financial, customer relations management (CRM), human resources, EDI and e-commerce.
- Working in hands on development with various platforms including .Net – (ASP/VB,) XML, HTML, MS SQL server, Oracle/IBM DB2 SQL, and Business Objects, usually in a conceptual or mentoring capacity.
- Managing stakeholder/sponsor involvement and influence
- Coordinating diverse global project teams.
- Fulfilling all project documentation requirements

- Ensuring the smooth running of staging and production environments and performing effective and timely architectural updates.

Customer: International Rectifier Europe

From – To: July 2004- September 2005

Role Title: Senior Sales & Service Systems Analyst

Description: Promoted from regional systems analyst to global senior analyst in July 2004.

- Scoping out and creating new systems and tools to support the company's Customer Service and Sales teams.
- Delivering effective ongoing application training programs
- Project work with EDI (Electronic Data Interchange.) Identifying new EDI opportunities, developing new classic EDIFACT messages.
- Managing the activities of four EDI and application support analysts based in the US, Tokyo, Germany and Malaysia
- Continuing to support most responsibilities from previous role.

Customer: International Rectifier UK

From – To: 2003 –2004

Role Title: Customer Service Solutions Analyst

Customer: IR UK

From – To: 2002 - 2003

Role Title: Sales Planning Analyst

Customer: South East Electricity Board

From – To: 2000 - 2002

Role Title: Senior Information Analyst

Customer: American Express

From – To: 1999 - 2000

Role Title: Sales Support Technician

Customer: GE Capital IT Solutions

From – To: 1996 - 2003

Role Title: Qualified private music teacher.

### Education:

1996 Diploma: Contemporary Art: Pass: Nottingham-Trent University

1987 4 A Levels: English Literature; History; Art; General Studies

1985 8 O Levels: Including English & Mathematics

### Certifications:

2002 MCSE: MS Win2000 Server (Training Only), Westminster College of Computing

2000 ACP (Association of computer Professionals) Java Programming

### Training:

October 2007 Microsoft CRM

2007 Hawksmere training in effective project management

2006 Effective Team Management

2005 Strategic Planning and Risk Management

2005 Presentation Skills; Management Fundamentals & People Skills

2004 Modular - Object Oriented Programming Skills

2003 Self-management