



ICS DreamTeam Member No 2274 CV

Profile:

Highly professional, dynamic, self motivated and dedicated Consultant and Project Manager with almost 20 years experience working in the IT industry (ERP and CRM). He specialises in assisting organisations analyse, plan, implement and deploy IT systems in order to deliver successful implementations, achieve customer satisfaction, get repeat business and maximise return on investment. He has worked for both the vendors responsible for implementing IT systems and organisations implementing the new IT systems.

Sector Experience:

- Banking
- Medical
- IT Suppliers
- IT Outsourcing companies
- Property Management
- Education Board
- Tourist Board
- Charities including public sector
- Manufacturing (including yacht manufacturer, wind turbine manufacturer, furniture manufacturer)
- Retail (including high quality goods retailer, retailer of lighting goods)

Technical Skills Summary:

- CRM systems
- Project management
- Project scoping
- Business analysis and system design
- Gap Analysis
- Delivering successful implementation leading to customer satisfaction and repeat business
- Managing project teams and departments
- Implementing CRM systems with high return on investment
- Ability to communicate effectively with all levels of the business
- Training
- Configuring CRM systems
- CRM development including managing development team

Other Skills:

- Certified Sage CRM MME Consultant
- MS CRM Dynamics version 4.0 and version 3.0
- Various operating systems including NT, Windows 2000 and Windows 2003
- ASP
- JavaScript
- MS SQL
- Oracle
- MS Office
- MS Project
- MS Visio
- MS Access

Work Experience:

From – To: March 2005 – Present

Role Title: Owner and CRM Consultant

Description: Set up a small consultancy company specialising in the delivery of professional services required to implement and support CRM, with expertise in MS CRM Dynamics and Sage CRM MME.

As the owner of the company his responsibilities included:

- Running and managing a business unit consisting of 4 people
- Managing team utilisation
- Revenue generation and P&L responsibility
- Generating additional business from customers for consultants

As a consultant his responsibilities included:

- Evaluating suppliers for suitability for delivering MS CRM Dynamics and Sage CRM MME
- Project managing implementation of MS CRM Dynamics CRM and Sage CRM MME using methodologies based on Prince 2
- Setting up and defining project teams with customer
- Gathering and documenting the scope of project implementing MS CRM Dynamics and Sage CRM MME
- Gathering and documenting user requirements for MS CRM Dynamics and Sage CRM MME
- Analysis and design of MS CRM Dynamics and Sage CRM MME systems
- Configuration of MS CRM Dynamics and Sage CRM MME system
- Managing 'in house' and 'outsourced' development teams producing additional functionality in MS CRM Dynamics and Sage CRM MME system
- Roll out of functionality to users through series of controlled stages
- Training end users and system administrators

Recent projects include:

- Implementation of MS CRM Dynamics version 4.0 at a medical company that specialises in TB testing. CRM was being implemented to give the company a fuller picture of their customers. The initial implementation was a 60 man day project for 30 European users and 25 American users.
- Scoping implementation of MS CRM Dynamics (initially version 3.0 but was for 4.0 on completion) at an examination board. It was a 600 man day project for 200 users. MS CRM was required to give the customer facing people a better idea of what was happening with their customer by using CRM as the interface into 5 back office system.
- Implementation of MS CRM Dynamics (version 4.0) at IT out sourcing company. It was a 30 man day project involving 20 users. The CRM system was for the sales people to manage their opportunities and for marketing to focus their activities on potential new areas of business.
- Implementation of Sage CRM MME (version 6.0) at a national tourist board. It was a 500 man day project for 200 users. The project involved implementing a CRM system, accounts system and purchase requisition system. The three systems were fully integrated with data being exchanged between the three systems.
- Implementation of Sage CRM MME for a new department at an international bank. It was a 150 man day project for 100 users. The project involved rolling out the existing Sage CRM to the new department and incorporating changes specific to the department including integration with the baking application processing system.

Key Achievements:

- Setting up and running a profitable consultancy company

Customer: Alif Consultancy Services

- Delivering highly professional consultancy services leading to repeat business
- Building business relationships with customers and suppliers

From – To: March 2000 – February 2005

Role Title: Principal CRM Consultant

Description: Employed as CRM Principal Consultant and Project Manager responsible for implementing Sage CRM MME systems. Responsibilities include:

- Project Managing a number of different Sage CRM MME projects at the same time from initiation to post deployment using a methodology based on Prince 2
- Producing and managing project costing and timescales
- Managing project team involved in the implementations of Sage CRM MME
- Building and maintaining customer relationships
- Assisting clients with their Change Management Process as a consequence of the CRM solution being implemented
- Conducting workshops in order to define the project scope and user requirements
- Analysis, design and deployment of Sage CRM MME systems
- Forecasting, generating and maintaining revenue for the Sage CRM MME PSG team
- P&L responsibility for projects and team
- Resource planning including recruitment and dismissal
- Managing budgets for the Sage CRM MME PSG team
- Managing a team of 5 consultants
- Day to day man management of the team

Key Achievements:

- Increased the amount of 'repeat business' from customers as a result of well managed projects
- Setting up a project methodology based on Prince 2 to be used by Sage that reduced number of badly managed projects
- Providing a high level of customer satisfaction as a result of successful CRM implementation
- Implementation of CRM system that provided a high level of ROI
- Increased revenue by the introduction of a time management system internally
- Satisfied customers due to successful implementation of CRM
- High level of utilisation of teams members (80% chargeable time)

Customer: Sage

From – To: October 1997 – February 2000

Role Title: System Consultant/Project Manager

Description: Started work as a System Consultant and by the end he was employed as a Project Manager (from July 1999) by a reseller of Axapta and Concorde XAL ERP systems.

Responsibilities included:

- Project managing an ERP implementation
- Management of budget and timescales of implementing the system
- Demonstration of the product in the selling phase of the project
- Conducting workshops to define project scope and requirements
- Analysis and design of ERP system
- Analysis of change management as a result of implementation of new system

Key Achievements:

- Responsible for implementing a MRP system that increased efficiency of production without impacting the workforce and therefore produced savings for the company.
- Allowed a company to re-structure the accounts department as a result of the implementation
- Improved the visibility of information for a multinational company from its subsidiary companies

Customer: Columbus IT Partner

From – To: May 1990 – September 1997

Role Title: Analyst/Programmer

Description: Started work as a Trainee Programmer and by the end was an Analyst/Programmer. The company was a small software house, which developed accounting packages for wholesalers.

Responsibilities included:

- Programming in a number of languages
- Analysis of business process and producing detailed specifications
- Analysis and integration of 'standard off the shelf packages with the ERP system

Key Achievements:

- Produced a business plan of how the company could grow
- Introduced the next version of software to sell

Customer: X-Way Systems Limited

From – To: September 1989 – January 1990

Duties included developing solution to engineering problems using computers and Category II check on a bridge.

Key Achievements:

- Ability to perform tasks normally requiring more work experience (e.g. category II check on bridge)

Role Title: Graduate Civil Engineer

Customer: Sir William Halcrow & Partners Scotland Ltd

Education:

1978 – 1985 Furzedown Secondary School
8 'O' Levels and 3 'A' Levels

1985 – 1989 University Of Glasgow

Courses:

July 2004 SQL Course

July 2003 Project management course

June 2001 Oracle DBA course

June 1998 Java programming course