

## SUMMARY

I'm an experienced Interim Manager, Business Advisor, Management Consultant and Business Project Manager with an extensive track record of delivering results for my clients. I love doing what I do, and over the past 20+ years, I've helped 350+ businesses across the private, public and voluntary sectors to transform their business by changing their business strategy, improving their business processes, increasing sales revenue, reducing costs, improving service delivery, and delivering programmes and projects to launch and establish new businesses, operating models, products, services and systems. I've done this by applying and enhancing my proven expertise and experience in general management, strategic management, cross-functional management, programme management, project management and leadership to maximise team performance. I'm a versatile, adaptable, flexible and professionally qualified senior manager who has established and managed multi-million pound businesses in the Information Technology industry, as well as businesses in the public sector, delivering consistent improvements in sales, profitability, productivity and customer satisfaction to effect business transformation and improvement.

### Major Areas of Expertise.

- \* General Management
- \* Strategic Planning
- \* Marketing Management
- \* Sales Management
- \* Service Management
- \* Business Planning
- \* Programme & Project Management – Business & IT
- \* Business Process Management and Change
- \* Management & Staff Development & Assessment
- \* Information Systems & Technology
- \* Raising Finance for Business Projects & start-ups
- \* New Ventures and Business Start-ups

### Selection of Interim Roles and Achievements

- \* **Business Integration Manager/Mentor** (Janet(UK) - JISC) – Created and implemented plan for the amalgamation of a new Information Security Services business into a public sector body without disrupting existing operations, increasing sales by 50% per year, delivering 90% contribution, and embedding the new business into business-as-usual.
- \* **Commercial Manager** (EMMAN Ltd – contract repeated 4 times) – Created and implemented business strategy to add over £1m of commercial sales of added value network based services in higher education(HE & FE), research and public sector. Designed, launched, established and sold-on first HEFCE backed UK Info. Security shared service.
- \* **Strategic Business Advisor** (Business Link Notts – self-employed part-time basis – contract repeated 5 times). Mentored over 300 SME owners & entrepreneurs to start new ventures and/or improve business performance in the areas of business planning, marketing, financial, project planning and management skills. Secured appropriate venture capital/bank/grant/angel finance from £10K to £0.5m for clients.
- \* **General Manager** (Swiss Life/Dom-James plc) – Managed the turnaround of a £25m start-up e-commerce business initiative (SME Portal) introducing new designs, methods, processes and controls across all functions and disciplines, directing a 20 man team of Cap Gemini business, marketing and technology consultants. Provided strategic and operational consultancy to the Dom-James plc board. Researched and developed international rollout plan for e-commerce expatriation business.
- \* **Programme Manager** (Nat West Bank) Established programme and project control for group-wide Internet Payments and Trust Services projects. Created the business plan for a joint venture e-commerce e-procurement portal with a major IT manufacturer and a leading ERP software supplier.
- \* **Customer Services Director** (Hawke Systems – contract repeated 3 times) - Established a new £6m IT Services Sales Division, as a Compaq Services Sales Agent, for an IT reseller. Led, managed and won a bid that increased the business to over £10m.
- \* **Marketing Director** (Hawke Systems – contract repeated twice) - Developed and implemented full marketing strategy and programmes to blue-chip organisations. Cultivated strategic relationships with Microsoft, Oracle, and Compaq. Designed, developed and implemented Web site plus e-commerce feasibility.
- \* **Marketing Manager** (SHX) - Created the marketing strategy and plan for a Microsoft Certified Technical Education Centre (CTEC) training company.
- \* **Head of Data Quality** (TSB plc) - Created and delivered the brand-wide Data Quality Strategy and implementation for a major retail banking and finance group.
- \* **Marketing Consultant** (Acorn Hardas) - Created the integrated strategic marketing plan for a major metal finishing company to increase their business by 20%.
- \* **Technical IT Services Manager** - Led, restructured and reorganised the IT Services division of an IT based plc client and then recruited the permanent manager.

- \* **Bid Manager** (contract repeated twice) - £2m International desktop services bid for a major IT manufacturer
- \* **Business Performance Consultant** - Strategic performance evaluation for a full marketing services company.

#### **Selection of High Impact IT Project Manager Roles and Achievements** (employee & interim)

- \* **Project Manager**
  - \* Planned and Delivered £500k DTI office automation pilot project as project manager.
  - \* Planned and Delivered £1m turnkey UPVC manufacturing system project as prime contractor and project manager responsible for a number of sub-contractors.
  - \* Delivered a £500k wholesale system project to time and budget as project manager.
  - \* Specified, planned and delivered £750k transaction processing purchasing system for a major car manufacturer as project manager
  - \* Specified, selected and implemented integrated sales and marketing CRM package as project manager
  - \* Installation of a £250k data and communications network at a major private college, on behalf of a major communications solution provider

#### **Selection of Employee Roles and Achievements**

- \* **Managing Director** (Nexcom Solutions Ltd)
  - \* Created and implemented a strategic business plan and operation covering Networking, PC integration, Helpdesk and Service Management as a new venture company.
  - \* Forged alliances with several complementary organisations and 3<sup>rd</sup> party suppliers.
  - \* Devised and led the sales & marketing drive and programmes that grew the business to £2 million turnover within 2 years.
  - \* Developed, drove and achieved ISO9000 registration for the companies in the group.
- \* **IT Director**(Nexcom Group)
  - \* Designed and implemented a multi-location IT strategy and support operation for the companies in the Group.
  - \* Specified, selected and implemented a Group wide client server CRM system in addition to the email system.
- \* **Senior Business Group/Sales Group Manager** (Digital Equipment Co Ltd (DEC))
  - \* Managed a £25m multi office, multi-channel, multi-industry technology products and service business, increasing sales by 10%.
  - \* Achieved sales, profit/loss and customer satisfaction service goals. (Entrepreneur Club winner)
  - \* Developed customer relationships that helped to secure over £5m of additional business.
  - \* Defined the strategic development plan for an emerging branch office.
  - \* Coached and developed staff to senior management positions.
  - \* Developed a sales forecasting system that improved accuracy to within + or - 10%
- \* **Branch Sales/General Manager** (Digital Equipment Co Ltd (DEC))
  - \* Established new branch and increased branch business to annual £18m within 3 years.
  - \* Improved productivity by 10% each year, including savings in staff numbers and costs.
  - \* Created and achieved 3 year business and marketing plan for the branch. (Top Dec winner x 2).
  - \* Identified and won major international sales of £2m.
  - \* Devised and project managed an area wide direct field sales plan that introduced new practices and increased sales by 15%
  - \* Achieved target of £4m of new business. (Top Dec winner)
- \* **New Business Sales Unit Manager** (Digital Equipment Co Ltd (DEC))
  - \* Established first new business sales unit in district
  - \* Managed 4 direct field sales executives
  - \* Achieved annual target of £4m from new account sales
- \* **District Software Services Manager** (Digital Equipment Co Ltd (DEC))
  - \* Increased software services business from £100k to £3m whilst maintaining margin
  - \* Awarded top rated customer satisfaction district in the UK.
  - \* Managed 3 service unit managers containing 25 consultants
  - \* Created and established a new geographical branch operation.

## Employment History.

<b>P S D Management Ltd</b> <u>Trading name</u> under which my personal independent Interim Manager, Management Consultant & Business Advisor assignments are undertaken	<b>Jan 1995 - Present</b>
<b>NEXCOM GROUP LTD.</b> (£15m IT Reseller) <u>Managing Director Nexcom Solutions Ltd.</u> (PC Integration, Networking, Helpdesk application) (Included role of <u>Group IT Director</u> )	<b>Jan 1993 - Dec 1994</b>
<b>LASER IT SALES</b> (Executive search - Sales positions) <u>Proprietor</u>	<b>1992 - 1993</b>
<b>DIGITAL EQUIPMENT CO. LTD (now Hewlett Packard)</b> (\$14bn Global IT equipment and services manufacturer) <u>Account Group Manager</u> (senior business group/sales group manager)  <u>Branch Sales Manager</u> (Sales unit/General Manager)  <u>District Services Manager</u>	<b>1977 - 1992</b>
<b>MBM COMPUTERS LTD</b> (Bespoke turnkey systems) <u>Project Manager</u>	<b>1976 – 1977</b>
<b>HOSKYNS SYSTEMS LTD</b> (Management Consultants) <u>Technical Consultant</u>	<b>1973 - 1976</b>
<b>SHELL-MEX &amp; BP LTD</b> (Oil & Gas supply) <u>From trainee operator, through programming to business systems analysis.</u>	<b>1969 - 1973</b>

## BUSINESS QUALIFICATIONS

**MBA (1994)**  
(Strategic Management, Corporate Financial Strategy,  
Performance Measurement & Evaluation, External Environment Challenges)  
**Professional Diploma in Management Studies**  
**Member of the Chartered Management Institute**  
**Member of the British Computer Society, Chartered IT Professional**

## CERTIFICATIONS

**Certified Business Process Management Professional (2015)**  
(BPM, BPMN, Lean, Six Sigma, DMAIC, DMADV)  
**Certified Prince2 Practitioner (2015)**  
**SFEDI Business Performance Diagnostics**  
**SFEDI Enterprise Development**

## BUSINESS EDUCATION

International Advanced Management Programme at INSEAD and IMEDE

Wide variety of formal training in Management, Sales, Marketing, Customer Services,  
Service Delivery Management, MSP Programme Management and Personal development