
John Smith

Address Line 1
Address Line 2
Northallerton, Post Code.

Telephone: 01325 123456 (Home) 01609 123456 (Work). Email: johnsmith123@email.com

ICT SYSTEMS & BUSINESS DIRECTORSHIP

♦ Project Management - World Class Markets - Private and Public Sectors ♦

Over 15 years of I.T. experience (ICT Directors level for the last 5 years). Possessing a proven record of developing I.T. business processes, skills, technical strategies and profit initiatives within the highly competitive commercial and public sectors. Well networked with professional bodies and consultancies, fully understanding responsibilities of the Director and the Board. Knowledge developed as an I.T. Engineer through managerial roles in both pure IT and Customer Service Delivery, now seeking a new appointment that rewards remuneration on results.

AREAS OF EXPERTISE

- ICT Strategic Planning
- Project Management
- Management Consultancy
- Financial Controls / Budgeting
- Systems Development
- Business Planning
- Operational Management
- Value for Money Exercises
- Customer Service
- General Management
- HR Development
- Call Centre Management

EDUCATION & STATUS

Member	Institute of Directors	2005
Chartered Director	Expected by the end of the year (2007). <i>"I will be the first employee of a Council achieve this accreditation and hope to be the first in Local Government".</i>	ongoing
Diploma	in Company Direction (Institute of Directors)	2007
NVQ5	Operational Management - Chamber of Commerce	1999
HND	Electrical Engineering	1984

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

ASSISTANT DIRECTOR (ICT)

2003 - Present

Company A

Overall management of all 80 staff members and resources within the ICT Services Business Unit that provides technical solutions and support for all integral rollouts borough wide, including 1st, 2nd and 3rd line support to over 5000 users (200 remote sites). Operating within an Industry recognised personnel development programme.

- Implemented and developed a business lead ICT Infrastructure that meets the current and future needs of the Council whilst generating current. Saved on infrastructure costs exceeding £1m.
 - Introduction of updated ICT Governance
 - Established the ICT vision, mission and values and developed the ICT strategy.
 - Reduced 15% in headcount with increased performance and service delivery.
 - Won a Help Desk Institute accreditation in Service Management for my Service Team (first in Local Government).
-

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

GLOBAL IT MANAGER

2002 - 2003

Company B

Led the Programme Management of Global IT projects, a multi-national IT department in Europe and the USA. Ensured value for money whilst managing teams and business managers that recommended technologies and systems that met the requirements of client businesses.

- Developed and implemented the strategic IT plans Global IT Department.
- Implemented a Global Data centre in Frankfurt.
- Employed ITIL management processes that ensure continuous improvements and reviews of IT provision.
- Sourced additional business opportunities and support.
- Oversaw the design and establishment of 3 new Satellite offices (2 in the USA and 1 in Korea and Japan).
- Introduced cost controls and accurate pricing for outsourcing operations.
- Implemented a Business Continuity Plan for the business.

IT SUPPORT MANAGER

2000 - 2002

Company C

- Managed voice, data and IT solution activities, leading multi-functional teams and internal projects.
- Identified and improved business processes. Proposed solutions and enhanced clients' IT infrastructures and systems. Proposed solutions and enhanced clients' IT infrastructures and systems.
- Managed key accounts and major suppliers / vendors.
- Implemented ISO 9000 quality registration processes.
- Designed a new call centre from an IT perspective, established an enhanced a Support Helpdesk that improved performance.

EARLY CAREER SUMMARY

Technical Services Manager	Sheffield	1999-00
Field Manager	Sheffield	1997-98
Call Centre Management	Nixdorf	1997-98
Field Operations Supervisor	Nixdorf	1997-97
Technical Despatcher	Nixdorf	1993- 95
Field Service Engineer	Computer Ltd.	1989-93
Electrical Supervisor	Coal	1985-88

Various courses: ITIL, Communication and Presentation Skills, Leadership and Motivation, Project Management, Citrix, Business Process Re-Engineering, Performance Management, Finance for non-financial managers, Unix, Systems Admin and Operating Systems.

References available on request.