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# Paul Jones

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Address Line 1  
Address Line 2  
Oxfordshire  
Post Code

Telephone: 01869 123456. Mobile: 07909 123456. Email: [pauljones123@email.com](mailto:pauljones123@email.com)

## SOFTWARE DEVELOPMENT - CONSULTANT

♦ Project Management - Team leadership - Maximizing Revenue ♦

Over 12 years experience and highly successful in project managing complete software development life cycles from business analysis to user acceptance, whilst establishing new market synergies and growth. Implementing and developing large complex, integrated I.T. solutions both nationally and internationally for high profile blue chip clients in business markets such as Design and Construction, Local and Central Government, Retail, Logistics & Supply Chain, Finance Sectors and the Police Service.

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## AREAS OF EXPERTISE

- Product management
- Strategic I.T. planning
- Business analysis / development
- First class consultation
- ITIL service management
- B2B pre-sales consultancy
- Prince2 PM methodology
- Team training / leadership
- Financial control / budgeting
- Data warehouse management
- Product outsourcing
- Bid management
- ERP
- CRM / ebusiness
- Quality Assurance

## Write Company A Here

A major supplier of software applications and outsourcing solutions to the public sector, H.R. and corporate markets plus one of the leading suppliers of H.R. software. The company works closely with all of the UK's regional police forces, 30% of UK local authorities, many corporate organisations and more than 50% of FTSE 100 companies.

### PRODUCT MANAGER

*May 01 - Present*

Responsible for the development of the National Management Information System (NMIS) that is presently being deployed to police authorities throughout the UK. The system provides the police service with operational data along with national police statistics for the Home Office. Managing a Product Development Team of up to 10 staff. Liaising with various police and Home Office bodies.

- Established requirements for future product enhancements, ensuring that they are commercially viable and delivered within strict deadlines and budget.
- Overseeing the complete software development life cycle from requirements capture employing business analysis through to user acceptance, employing PRINCE methods where appropriate.
- Wrote and established quality development and testing standards / practices that ensured the highest delivery of customers' satisfaction.
- Helped drive the change management process by presenting business benefits within the police service.
- Employed matrix management, responsible for a release team of 8 or more Business Analysts, Developers in Business Objects and ETL interfaces and testers.
- Responsible for generating over £1 Million of development effort by delivering 3 releases of the NMIS product. Each release has a project life cycle of between 5 - 9 months from scoping the release to gaining acceptance.

## Write Company B Here

### SOFTWARE SERVICES MANAGER (Department Head)

*Jan 00 - Apr 01*

Headed a Release Team of 8 System Integrators, Business Analysts, Software Developers in Business Objects and ETL Interfaces and Testers.

- Co-ordinated product developments across U.K. divisions and at the Software Headquarters in France. The division provided I.T. integrated solutions in conjunction with Hays logistical operations on contracts such as Carr Four, Auchon, Shell, B.P and KFC providing a 24-hour service.
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### Company B continued

- Generated license revenue of £75,000 per customer by developing a CRM module for the UK market as Leader of the Software Services Team.
- Implemented data warehousing, CRM and ebusiness modules to the UK customer base thereafter managed the datawarehouse service that generated £ 350,000 per year per customer.
- Responsible for the Y2K project that generated £150,000.
- Increased productivity and drove efficiencies by introducing configuration controls and automated development tools such as Rational Rose.
- As a major architect, re-designed the Supply Chain Resource Planning system for the UK market.
- Provided EDI interfaces to third party back office systems for stock transfer management such as Point of Sale and Hand Held Terminals as well as other store inventory applications.
- Involved in pre-sales consultancy along with strategic business development and bid management.
- Developed an understanding of the Police business that ensured complete functional user satisfaction.
- Employed version controls and release management that evolved and pushed the modules to new clients and different market sectors.
- Developed up to £400,000 worth of bespoke changes for our U.K. customers.

### Write Company C Here

#### **SOFTWARE PROJECTS MANAGER (Data Warehouse Manager)**

*Jan 97 - Dec 00*

Communicated with Senior Client Representatives and established business requirements. Defined technical specifications and implemented changes to the various supply chain applications, whilst ensuring that the functionality provides product value.

- Sourced many new customers after presenting features and benefits of the specified product.
- Delivered management information in the form of a reporting service.
- Provided business focused data marts using Oracle and Business Objects products.

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### Write Company D Here

#### **COMPUTER DEVELOPMENT MANAGER**

*1995 - 97*

- Delivered all I.T. projects within budget and managed the I.T. support team.
- Implemented a new financial management system and introduced an Engineering CAD system (Auto CAD).
- Converted legacy systems to updated technologies and a new LAN infrastructure for the Division.
- Enterprise computing migration and introduction of Microsoft suite of applications.
- Practices implemented included: Project planning and cost analysis for all I.T. implementations; formulation of policies and procedures for I.T. and creation of SLAs, incorporating I.T. helpdesk process and standards; professional development of technical staff, introducing "Investors in People". QA procedures for Disaster Recovery, Health and Safety and I.T. training.

### EARLY CAREER SUMMARY:

Systems Developer	Skidmore Owing & Merrill, London	1993 - 95
Graduate I.T. Support	Slough Social Services, Slough (Contract)	1992.

### KEY TECHNICAL SKILLS:

SSADM and RDBMS, Oracle, Progress and DB2. Data Warehousing / Business Intelligence, and Web Based Solutions. EDI and XML data transfer technologies to back office applications. BPR and workflow processes, ITIL Service management.

### PROFESSIONAL DEVELOPMENT:

BSc. (Hons)	Computer Science / Software Engineering	1989 - 92
HND / HNC	Electronic Engineering	1985 - 89