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SUMMARY PROFILE

A PRINCE2 qualified Project Manager /Software Implementation Consultant with 15 years' experience of delivering land and property software solutions for housing associations and Local Authorities with a track record of projects completed on time and within budget. Key strengths - engaging with stakeholders, suppliers, developers and customers to achieve successful outcomes.

Skills Summary

- Project Management (16 years)
- Supplier Management
- SQL (MS SQL Server / Oracle)
- Reporting - Business Objects Crystal Reports
- IT Training and Stakeholder Presentations
- Team Management
- Cross Domain knowledge, Infrastructure, Cloud, Networks, Business Analysis, Databases, Business systems, Reporting and BI
- Software Testing

CAREER CHRONOLOGY

Cx Project Implementation Consultant - Swan Housing December 2019 - current

- Cx - configuration, training, testing and training
- Customer Web Portal - Testing and liaison with suppliers and stakeholders
- Repairs Interfaces - Defining interface standards testing through to delivery
- Testing - Cx configuration testing, reports testing, customer portal testing

IT Project Manager Origin Housing Association June 2019 October 2019

- Service Charges – Reviewing existing service charge processing, streamlining existing processes to ensure leaseholders and tenants are correctly charged for the Services they receive.
- Repairs review – defining the repairs the 'Service Offer' engaging partners and suppliers in standardising contracts and contractor interfaces.

Central and Cecil Housing Trust IT Projects Manager (Contract) September 2018

- Civica Cx implementation (post go live improvements)
- Care System – requirements analysis, through to Invitation to tender.
- Implementation of IP based Care Monitoring System (Appello)

Civica Jan 2018 to September 2018– a global software company with revenues of £324 million Housing Project Manager – Responsible for the project management of implementations of Civica's Cx Housing Management and Keystone Asset Management system from sales handover to go live.

Family Mosaic Housing 2014 - 2018 – A G15 Housing Association with a turnover of £266 million
IT Implementations Manager
Promoted to IT Implementations for Family Mosaic Housing. Responsible for tracking and monitoring of IT projects including line management of four project staff.

<u>Recent Projects</u>

- Northgate Housing upgrade 6.13 to 6.15 - delivered on time and on budget – 600 users
- Northgate Housing Upgrade and Hardware Refresh 6.11 through to 6.13
- Engaged with Stakeholders to implementation of Capita's Income Management, an ETL and Income recording system that resulted in the elimination of manual cash posting - on budget
- Worked with key stakeholders within the Finance Team to prepare Family Mosaic for Universal Credit through the use of credit history data from Experian credit ratings agency. A weekly data loading of Experian credit history data into Family Mosaic's main Housing Management system incorporating credit data history data into workflow.

- Managed a team of 4 staff in delivering successful outcomes in IT projects across the business
- Delivered projects to support merger and acquisition of business and new projects

Family Mosaic Housing - IT Project Manager 2014 – July 2016
November 2014 - June 2016
Responsible for the project management of Business System Projects for Family Mosaic Housing.

- Hardware refresh and Software upgrade to Family Mosaic's main Housing Management system from 6.5 through to 6.11
- Project Managed Swordfish EDMS, and Invoicing System upgrade
- Implementation of a telephone payments system – Pay.net - delivered on time

IDOX PLC - a supplier of specialist information management solutions and services to the public sector with Revenues of £77 million

Project Manager
October 2008 to November 2014
Idox Chancery Exchange, 10 Furnival Street, London EC4A 1AB
Planning, delivery of IDOX Land and Property and Electronic Document Management software every aspect of delivery from project kick off to go live.

Project Highlights
Delivery of a fully spatially (GIS Map) embedded Land Charges and planning solution for Bolton Council which enabled the Council to turnaround land charges searches on the same day. Increasing the council's Land Charges market share to over 90%.

Incorporating GIS data into the workflow for Borough of Poole improving Community Infrastructure Levy collection rates.

Post Go Live support and maintenance
Regularly meeting with customers post go live to undertake consultancy days – gathering and documenting development requirements and continuously improving and enhancing Idox systems. Identifying further sales opportunities.

Plantech Limited – a privately owned supplier of software solutions serving a range of local authorities from rural district councils to metropolitan authorities and London boroughs
Project Manager
November 2004 to October 2008
61 Southwark Street London SE1 0HL
The same duties as above. Plantech was acquired by IDOX PLC in October 2008.

Project Highlight
Implementation of Planning, Building Control, Land Charges, Enforcements and gazetteer and E Government systems, working with 3rd party suppliers for data capture, data migration, GIS supplier. A very complex project delivered in less than 5 months

Notting Hill Housing Group – A G15 Housing Association with a turnover of £400 million
JD Edwards One World Implementation
Technical Project Coordinator
October 2003 – November 2004
Notting Hill Housing Group (NHHG) 26 Hammersmith Grove London W6 0JL

Key responsibilities
- Project documentation – progress reports, risk log, change log
- Co-coordinating user acceptance testing
- Project plans for each phase of the JD Edwards implementation

Notting Hill Housing Group - Project Support Officer Nov 2000 – October 2003

Notting Hill Housing Group Senior Housing Management Officer April 1995- July 2000

- Managed seven Supported housing care schemes

- Worked with local and health authorities to agree contracts and service level agreements

Parliamentary Researcher to Rt Hon Roy Hattersley M.P. House of Commons
August 1992 – February 1995
London SW1A OAA

- Research Assistant / Held constituency surgeries

EDUCATION AND TRAINING

January 2019	Cx Configuration Training
June 2017	Change Management - Focus Training
September 2009	PRINCE2 Foundation Course - Association of Project Managers
September 2003	Oracle SQL City University London
1999-2000	University of North London Post Graduate Certificate in Management Studies
1988-1991	Coventry University BA Honours in Modern Studies (Class 2(1))
1986-1988	Political Theory, Modern European History, International Relations A Level Economics, History, Politics

PERSONAL

British, Good Health Full car and motorcycle Driving Licence