

Professional resume

High Level Summary

Skills in Analysis, Business Management & complex Sales (technical, legal & commercial) as well as industry experience in Public Sector (Health, Central Civil & Criminal Justice), Shipping, Brewing, Travel, Insurance, Banking & Pharmaceuticals.

Experience

2006 to date

Proprietor

KingServ

Building on the skills developed through a long career and a desire to be my own boss I established KingServ after taking an early retirement package from C&W. This has allowed me to develop in different directions such as website development, design work, technical authoring and other interesting pursuits.

Dec 1995 – 2006

Major Bid / Senior Consultant

Mercury/C&W, Home-based

Member of Cable & Wireless Major Bids management team as Senior Consultant providing advice and guidance to less experienced members of the department. Specific objectives each year to mentor a Bid Consultant. Also a member of the Public Sector management team. Primary role was to form and manage major bid teams to a successful conclusion.

- Won 5 year contract with CGNU (now Aviva) for full Outsource of voice and data to the desktop, billing in excess of £30m p.a.,
- Won contract to build and manage the Government Gateway worth £4m in first year,
- Won contract with Capita to design, build and manage the LAN / WAN / telephony infrastructure for Criminal Records Bureau, worth £2.5m in first year,
- Won 5 year PNN2 contract worth more than £10m p.a. to deliver IP network to all police forces and to Police National Computer,
- Government Security Clearance,
- Represented department in project to streamline the bid governance process,
- Won 5 year Government Telecommunications Services (GTS) contract worth up to £20m p.a.,
- Developed the service capability for, and won exclusive rights to provide, Government Secure Intranet services under GTS thus creating a major Racial beating opportunity in Public Sector,
- Won 5 year contract worth £8m p.a. with Vodafone for provision of transmission services based on SDH.

**Nov 1993 –
Dec 1995**

**Mercury,
Home-based**

Business Manager

Virtual member of Sedgwick and TSB Account Teams responsible for commercial management of outsource contracts.

- Business plan production & Trading Account management,
- Development of Managed Voice Messaging for, and sale to, Sedgwick,
- Expansion of contracted services for Sedgwick to include Noble Lowndes,
- Improving accuracy and regularity of billing to TSB and Sedgwick

**1991 –
Nov 1993**

**Trafalgar
House,
Croydon**

Manager, TH Network Services

Responsible to MD of TH Information Systems for > £2m budget and delivery, operation and sales of a corporate backbone network to the operating divisions.

- Integration, motivation & development of staff from the legacy voice & data networking departments I had assumed responsibility for,
- Building integrated (Managed Bandwidth) voice and data network replacing multiple networks ahead of schedule and within budget,
- Adding Value Added Services such as IPNet, SNA Gateways, X.400 and Call Logging,
- Negotiated outsource of all services to Mercury.

1987–1991

**Cunard
Ellerman,
City**

IT Services Manager

Responsible for PC and mid-range technical support and operations, networks and telecommunications services.

- Managed IT System conversion to different operating system in order to enhance performance,
- Developed and implemented PC Policy & Strategy
- Introduced a 'Service' attitude to the IT Services department.

1978–1987

**Ellerman
Lines,
City**

Business Consultant / O&M Officer

Wide ranging experience including Telecoms & Office Services Management, introduction of first word processing / PC's etc... as well as diverse O&M projects in Travel, Brewing & Shipping subsidiaries.

1974–1978

**Allen &
Hanbury,
East London**

O&M Officer

Working in both the Head Office in Bethnal Green and the factory at Ware I received formal training as an O&M Officer through a number of part-time courses. I also gained an introduction to business practice & office processes in the pharmaceutical industry.