

Simon Carter

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PERSONAL STATEMENT

I am an ICT professional who understands the need for communication and empathy and uses those to build and maintain relationships with clients and stakeholders; can think strategically, and can act quickly when required. My ICT experience crosses numerous technologies and fields and is married with an ability to explain those technologies in plain terms to others. As I am also naturally enthusiastic about the projects I work on I believe that I would be a valuable asset to your organisation.

KEY SKILLS

Technical Skills

- Microsoft Office 1995-2010
- Microsoft Project 1995-2010
- Microsoft SharePoint 2007-2010

Communication

- Training and training needs analysis 1995-2010
- Curriculum development 1995-2010
- Technical authoring 1995-2010
- Presentation design and delivery 1995-2010

People Management

- Team Leader (between 2 and 10) 2001-2010
- Line Management 2007-2010
- Mentoring and coaching 2001-2010

Transferrable Skills

- Problem solving 1995-2010
- Project management 2005-2010

EMPLOYMENT HISTORY

IT Manager / Project Manager

Making Space | Warrington | www.makingspace.co.uk

07.07 > Present

Key Activities

- Project managed the implementation of an integrated VOIP solution using Microsoft Office Communication Server
- Responsible for ICT implementation of £150k intranet using Microsoft Office SharePoint Server
- Project managed implementation of business critical ICT training solution to 650 staff at a regional and national level
- Routinely translated business needs into technological solutions communicating these to directors in non-technical language

Technical Consultant / Project Manager

Third Path | Manchester

12.05 > 07.07

Key Activities

- Worked with clients to design and implement the most effective technical solutions to real business needs
- Produced detailed embedded training material for vocational courses leading to real world application of IT learning
- Provided consulting on thin client solution for a non-profit environmental organisation cutting costs and maximising use of technology

Technical Pre-Sales Software Consultant

Symantec | Wilmslow | www.symantec.com

03.01 > 12.05

Key Activities

- Provided focus and direction for EMEA partner meetings ensuring that key strategic requirements were met and addressed channel concerns
- Co-ordinated the analysis, gathering of client functional requirements design and subsequent implementation of a web based analysis tool, capturing data vital to EMEA board level; saved over £250k over lifetime of system
- Designed and implemented business procedures to manage, monitor and improve team efficiency. SLAs met and improved, saving partners approximately £500k

Senior Systems Administrator

Sun Chemical | Manchester | www.sunchemical.com

07.00 > 03.01

Key Activities

- Technical assessment and design of thin client system to service UK user base
- Part of project team responsible for rolling out ERM system across UK
- Ensured staff skill sets on commercial and bespoke applications were of the highest standard

Senior Training Consultant

IT-IQ | Warrington

06.99 > 07.01

Key Activities

- Project managed delivery of technical training to 1,500 local government staff across Lancashire
- Established technical courses curriculum above highest established vendor standard
- Managed resource planning and procurement, project planning and support for technical training of partners

Senior Technical Consultant

ROCC | Rochdale | www.rocc.com

10.97 > 06.99

Key Activities

- Project managed development of civil engineering client/server application to be used in the field
- Created and distributed help files and manuals for bespoke and commercial packages
- Developed and assessed technical training courses for bespoke and commercial billing and tendering packages

Senior Trainer

GIE/NE | Sunderland

01.95 > 10.97

Key Activities

- Redesigned curriculum resulting in a new course that provided interlocking skills to the highest standard, increasing training revenue to £140k
- Managed outdated LAN infrastructure and server hardware. Project managed upgrading of both ensuring secure and separate networks for staff and clients
- Mentored staff to ensure most up to date skill sets and optimal performance during training
- Directed disaster recovery planning to ensure business continuity, saving company £60k

EDUCATION

ILX Group

- PRINCE2 Foundation and Practitioner

Elan Partnership

- Management and Leadership Development Programme (ILM Level 4)

Symantec Software

- High Availability Concepts and Implementation for Windows and UNIX VCP
- BackupExec for Windows Server Specialist VCP

IT-IQ

- Microsoft Windows NT 4.0 Workstation MCP
- Microsoft Windows NT 4.0 Server MCP
- Networking Essentials MCP

University of Sunderland

- Post Graduate Certificate "Computing and Business Information Systems"

Liverpool John Moores University

- BSC (Hons) Biomedical Sciences

Thornhill Comprehensive

- 8 'O' Levels and 3 'A' Levels

PERSONAL INTERESTS

Player of games | Mountain Biking | Social Media | Reading

REFERENCES

References are available on request.