

## ANDREW OAKLEY

**B.Sc. (Hons) Business Computer Systems**

Page 1 of 2

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### PERSONAL DETAILS

British, age 39

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Looking for IS management in Cheltenham, Gloucester, Tewkesbury, Malvern, Worcester £55k+

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### KEY IT & BUSINESS SKILLS

**All 10+ years unless otherwise stated**

**Management:** Software development, change management, restructuring, team building, leadership, resource planning, coaching, recruitment, interviewing, incident management

**Business:** Cost-to-serve, profit & loss, quality, product management, business analysis

**Architecture:** Requirements, software architecture, development lifecycles, object oriented / OOD

**Project Management:** Agile (5yrs), XP (3yrs), V model, Test First / TDD (7 yrs), Prince2 (5yrs)

**Programming:** Visual C# (4yrs), ASP .NET, Visual Basic, PHP, Perl, IIS, Apache, C (3yrs)

**Data Systems:** XML/XSDs, SQL, Oracle (5yrs), Microsoft SQL Server, MySQL, SQLite (4yrs)

**Security & IT:** Encryption, Anti-spam, Network Administration, SSL, SSH, Firewalls

**Applications/OS:** Microsoft Office, Microsoft Project, Word, Excel, Linux, Microsoft Windows

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### CAPABILITIES

#### IT & Software Development Management – 10 years experience

- Managing Software Development departments, programmers, processes, projects and quality
- Analysing and restructuring organisations to optimise productivity, staff & customer satisfaction
- Presenting technical topics to the board of directors and senior important customers
- Resource planning, reporting, capability planning and redeploying staff on demand
- Planning financial budgets, identifying outsourcing opportunities, hiring contractors
- Handling staff recruitment, appraisals, personal development plans, identifying training needs
- Conflict resolution, handling problem staff, especially retaining key technical staff

#### Product, Service and Project Management – 10 years experience

- Implementing both rapid and traditional project methodologies, chosen to suit the project
- Requirements specification, identifying customer trends and internal system needs
- Questioning traditional methods and formulating new approaches based on cost-to-serve
- Setting performance targets and monitoring progress to ensure deadlines are met

#### Software Development and Technical Consultancy – 15 years experience

- Systems design, architecture, requirements gathering and writing technical specifications.
- Recommending best practice and spotting cost-to-serve opportunities where appropriate.
- Programming, systems analysis and database development

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### EDUCATION & QUALIFICATIONS

**2:1 B.Sc. (Hons) Business Computer Systems**, Cheltenham & Gloucester College (Gloucestershire University), 1994.

**3 A Levels, 2 A/S Levels, 8 GCSEs**, Oldbury Wells School, Bridgnorth, Shropshire, 1990.

Other external courses: **Data Protection Law, Project Management, Interview Skills for Recruiters, Finance for Non Financial Managers**. Full clean driving licence and own car.

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**CAREER HISTORY****2008 - today: Head of Software, Higher Education Statistics Agency, Cheltenham**

Charity providing financial & statistical processing for universities, with statutory government role.

- Led team of 9 including two junior managers away from legacy codebase and cowboy coding, to object-oriented C# .NET, automated testing with Agile, also V model under Prince2.
- Performed radical restructure separating development from application support, introduced 1st/2nd/3rd line support, SLAs, improved productivity, got people to concentrate on their best skills.
- Solved the problem of ever-changing specs from civil service by implementing long term release schedule with major release milestones and regular maintenance release plan.

**2008 (6 months): Senior Developer, Namesco, Worcester**

Spearheading the applications development team for ISP infrastructure during buyout period.

**2004 - 2007: Anti Spam Development Manager, MessageLabs (Symantec), Gloucester**

World's biggest supplier of managed email security services.

Led the team from being a run-of-the-mill anti-spam solution to being independently verified as the world's most accurate anti-spam system.

- Accuracy went up from 95% to 99.5% with lower cost-to-serve.
- Retained key technical personnel, recruited new technical personnel, particularly good at handling "difficult" personalities common in IT.
- Pioneered feasibility studies, planned and project managed the development and rollout of large scale email systems serving 5 million end users.
- Spearheaded realtime email analysis to reject spam earlier, allowing more customers per server, increasing profitability and lowering cost-to-serve.

**2002 - 2004: Development Director, NetSoft, Cheltenham**

Leading local supplier of IT services to SMEs, including network roll-outs, database development, web integration, PC building and support contracts.

- Created system to enable customers to purchase laptops over the web and view stock levels online from previously disconnected stock control database.
- Wrote website to allow submission of CVs and personality data online, then automatically assign work and process reports for career consultancy firm.

**2001 - 2002: Project Manager, GrafX Internet, Cheltenham**

- Managed development department creating high volume of low cost websites, using part-time contractors to support full-time employees, minimising costs.

**2000 - 2001: Senior Consultant, Fletcher Associates, Tewkesbury**

Programming and graphic design telecottage dealing with international clients.

- Led team developing online oil industry bidding system for Australian and Chinese governments, secured million-pound contract with Texan oil firm.
- Developed just-in-time truck logistics system allowing shipping companies to bid for goods carriage on otherwise empty return journeys throughout Europe.

**1998 - 2000: Senior Programmer, AssureWeb, Cheltenham**

Financial software house for the insurance industry providing quote comparisons.

**1995 - 1998: Programmer, Royal Bank of Scotland, Cheltenham**

Corporate loans division, mortgages and direct debits. 24x7 realtime system inc. 3rd line support

**1994 - 1995: Programmer, Siren Computer Systems, Cirencester****1992 - 1993: Financial Systems Programmer (Student Placement), IBM, Warwick**