

ANDREW OAKLEY

B.Sc. (Hons) Business Computer Systems

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PERSONAL DETAILS

British, age 36

7 Frampton Cottages, Alderton, Near Tewkesbury, Gloucestershire GL20 8NX, UK

Telephone: 07005 980480

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Looking for IT Management roles in Gloucestershire or Worcestershire paying £45k or above.

KEY IT & BUSINESS SKILLS

All 7+ years unless otherwise stated

Management: Setting objectives, performance appraisals, team building, leadership, resource planning, profit and loss, coaching/mentoring, recruitment, interviewing, incident management

Project Management: Rapid Development (RD/RAD), XP, Prince2 (3yrs), Traditional

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

Architecture: Requirements analysis, software architecture, development lifecycles

Programming: C (3yrs), PHP, Perl, Visual Basic (inc. .NET, ASP & ActiveX), IIS, Apache, SQL

Security: Cryptography, Anti-virus, Anti-spam, Network Administration, PGP, SSH, Firewalls

Applications: Microsoft Office, Microsoft Project, Word, Excel, Powerpoint, Access, Visio, OOo

CAPABILITIES

IT Management – 7 years experience

- Presenting technical topics to the board of directors and senior important customers
- Planning financial budgets, income and expenditure forecasts
- Resource planning, reporting, capability planning and redeploying staff on demand
- Identifying outsourcing opportunities, hiring contractors and liaising with contract agencies
- Handling staff recruitment, appraisals, personal development plans, identifying training needs
- Conflict resolution, handling problem staff, especially retaining key technical staff

Product and Project Management – 7 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
- Presenting to key partners and driving business deals, including with foreign companies

IT Systems Development and Technical Consultancy – 12 years experience

- Liaising with clients to analyse business IT needs and budgets.
- Systems design, architecture, requirements gathering and writing technical specifications.
- Recommending best practice and spotting cost-to-serve opportunities where appropriate.

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.

CAREER HISTORY**2008 - Today: Senior Developer, Namesco, Worcester**

Spearheading the applications development team for ISP infrastructure.

- Leading team from cowboy coding to controlled, managed development.

2004 - 2007: Anti Spam Development Manager, MessageLabs, 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

Specialist web services company for the print and packaging industry.

- 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 firm 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.

- Saved financial advisors' time by programming website to gather and compare quotes from different insurers' databases.

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

Corporate loans division, mortgages and direct debits. 24x7 realtime system.

1994 - 1995: Programmer, Siren Computer Systems, Cirencester

Financial and local government systems.

1992 - 1993: Financial Systems Programmer (Student Placement), IBM, Warwick