



○ Profile

An enthusiastic and self motivated person, who enjoys being part of a successful and productive team. Quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems with a strong eye for detail. With strong interpersonal skills, and the ability to communicate to people on all levels. Able to work well on own initiative and can demonstrate the high levels of motivation required to meet the tightest of deadlines. Even under significant pressure, possesses a strong ability to perform effectively.

○ Education and Certificates

London School of Economics BSc Economics and Management	2011 - Current
Oxford University Advanced Diploma in System and Data Analysis	2010
CIPD NVQ Level 4 in Management	2009
Alton College 4 A-E A A/S Levels in; Politics, Philosophy, History and Computer Science	2006
Philip Morant School 11 A*-C G.C.S.E's including; English, English Literature, Maths, Maths Statistics, Triple Science	2006
Other Certifications/Membership of professional bodies	
PRINCE2 Practitioner	
Member of the Royal Institue - MRI	
Member of The Chartered Institute for I.T - MBCS	
Member of the Internet Society - ISOC	
Associated Member of The Chartered Institute of Personnel and Development - AMCIPD	
CompTIA A+ certification - 2004	

○ Skills

I.T Skills

Advanced knowledge of all Microsoft Office Applications including excel, Sound knowledge of Lotus Notes, Advanced knowledge of Windows, MAC OS.x, Unix and Linux, Programming in VB,HTML,XML,JavaScript,SQL and PHP,Basic understanding of Oracle Databases.

Other

Passionate about Agile Development methodology, Project Management (PRINCE2 and CMMI), Team Management, Good client liaison skills, Corporate finance, Provisioning life-cycles, SMPF products, MPF products, LLU products, WLR2/3 products, IPStream and Datastream products. Sound understanding of Macro/Micro economics and business management methodology.

Languages

Very Good written and spoken English, Currently learning French

○ Work Experience

Project Manager BskyB, London	2010 - Current
CEO Allen Media, London	2008 - Current
<ul style="list-style-type: none">• Start up Business Solutions• Finance and funding support, advice and investment in 5 new start up companies• HTML/Javascript and PHP website design• Online presence and marketing solutions including SEO, AdWords and Social Media Management	
Application Support Analyst BskyB, London	2009 - 2010
<ul style="list-style-type: none">• Monitoring of provisioning and fault assurance applications• Defect management• Ensuring system stability and data integrity• Ad-Hoc SQL/Unix Reporting• Raising and tracking bugs and issues	



- Process liaison with other departments

Operational Support Manager

2009

The Listening Company, Portsmouth

- Main role was client liaison
- Provisioning Stake Holder for WLR2 product launch
- Built provisioning and fault assurance processes for the client for both SMPF LLU and WLR2 NLP products
- Constant process improvement reviews
- Increased additional services bought by the client
- Increased gross profit by 12% and reduced overhead spend by 28%
- Internal and External Reporting using ExcelVB, Artemis and SQL
- Managed moving work streams externally to back in house on behalf of the client
- Wrote and developed training material for both employer and client
- Set up a new Department on behalf of client, including training, reporting, handover, process documentation and planning
- Managed internal work streams to ensure all targets were met

Team Manager

The Listening Company, Portsmouth

2009

- Managed up to 45 people
- Implemented Productivity Measuring and increased productivity by 24%
- Undertook a departmental review and increased gross profit by 34%
- Strong client relationship
- Training and coaching of staff
- Client and Internal reporting
- Ensuing SLA's and KPI's were adhered to
- Daily tasks included HR related issues, Pay approval, rotering, day to to management

The Listening Company, Portsmouth

2008

Quality Assurance/Coach

- Call monitoring
- Objective measurement
- Objective and Impartial feedback
- Target Setting
- FSA/DMA/OFCOM and Client regulation checking

The Listening Company, Portsmouth

2007

Provisioning

- SMPF LLU, IPStream and Datastream Provisioning and Fault Assurance

○ Activities

I enjoy traveling, culture, technology, reading, canoeing, cricket, squash, politics, current affairs and socialising.

I was a senior prefect at school and was heavily engaged in annual school productions. I was also a member of the Air Training Corps, through which I achieved the rank of Sergeant, gained my Gliding Scholarship and also grew a sound interest the outdoors. I was awarded the best NCO 2 years running and also gained the Cadet 100 award. Through the ATC I also completed my Bronze, Silver and Gold Duke of Edinburgh award. Whilst at college I was involved in the debating society, and took part in many inter-college competitions. Since leaving education I have been involved in local politics, blogging and charity fund raising activities.

○ References

Available upon request