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## PERSONAL INFORMATION

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**DOB:** 19/08/1971

**Driving License:** Full, clean licence

**Nationality:** British

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## PERSONAL PROFILE

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Christopher has over 14 years' experience in delivering online web-based business solutions. He offers a complimentary mix of technical and project management skills gained from a variety of roles including web application development, project management, team management and e-business consultancy. Christopher is a highly motivated, fast learner with strong communication skills and a natural enthusiasm for technology and software. He is conscientious and pro-active with an entrepreneurial, strategic and commercial approach to projects.

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## RELEVANT EXPERIENCE

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- Project management (PRINCE2 Practitioner qualified and ITIL V3 foundation)
  - Team management including outsourcing (both within the UK & overseas, India)
  - Web applications development (in ASP.NET, C#, SQL Server), n-tier development, web services, modelling
  - Full lifecycle development: R&D, User Requirements (UR), prototyping, change control, versioning, release management, implementation & support
  - Familiar with Agile development practices (SCRUM)
  - User Acceptance Testing, Quality Assurance (through all stages of the application life cycle)
  - Usability, Accessibility, Web Standards
  - Information Architecture, Data Structure & Security
  - Hosting technologies, server setup and configuration, webmaster duties (DNS, Zone files etc)
  - Familiar with Microsoft technologies and Open Source technologies
  - Persuasive, confident, assertive team player with strong communication and people skills
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## EMPLOYMENT HISTORY

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**Surrey Police, April 2009 – Present**

[www.surrey.police.uk](http://www.surrey.police.uk)

**Position: Enterprise E-Business Project/Product Manager**

Responsible for project managing an ambitious portfolio of transactional public and partner-facing web technologies in order to drive efficiencies, achieve cost savings and realise substantial benefits. Ensuring tight partnership within the business and coordination of complementary initiatives including web and social media strategy.

- Identification of requirements, liaison with partners and suppliers, procurement of services and resource
- Liaison with ICT to agree technical infrastructure and supportive platforms for delivery
- Working with Microsoft Consultants (Application Development Manager) to agree suitable skills methods, patterns and training in order to create an in-house 'Innovative Solutions' capability to deliver the products
- Working with Business Analysts to understand and map existing and new processes
- PRINCE2 project management, reporting to the E-Business Board and the Police Authority

**Surrey Police, April 2007 – April 2009**

[www.surrey.police.uk](http://www.surrey.police.uk)

**Position: E-Business Technical Team Manager**

Technical Team Manager for the E-Business team comprising of 4 developers. Primarily responsible for the Website and the CMS-based Intranet but also the development and management of several key applications (including

online crime reporting, online recruitment, Active Citizen relationship management system, health and safety reporting system) that support the operations of the organisation.

- *Liaising with key business stakeholders and senior officials to gather requirements, set quality assurance levels, approve project plans, review prototypes, develop, test (UAT), sign-off, deploy and support applications*
- *Project management of internal and external resource to ensure delivery of solutions on time and to budget*
- *Full documentation of project timelines, milestones, user specifications, highlight reports, change control, sign-off documentation, user manuals and online e-learning packages*
- *Hands on development in .NET C#, SQL Server, utilisation of web services, source control and version release*
- *Collaboration with ICT for implementation of services, risk management, adherence to security policies*
- *Team management - setting, measuring and reviewing performance to ensure high levels of productivity*
- *Consultancy advise/presentation to the rest of the 'business' on effective utilisation of new technology*

**Cube Consult Ltd**, April 2006 – April 2007

[www.cube-consult.com](http://www.cube-consult.com)

**Position: Technical Consultant**

Consultant for the service delivery of **CORGI**direct (the e-commerce division of **CORGI** Gas). Cube developed **CORGI**direct's highly successful e-commerce store with full integration with the warehouse fulfilment system. The store took well over one million in revenue in its second year of operation.

*Identification of needs, technical consultancy, proposals for each new phase of development (including costs and timescales for implementation), project management (use of Microsoft Project), application development (utilising international outsourced partners), testing (including UAT), analytics, training, support, management of extranet to ensure availability of supported files (software releases, proposals, training manuals).*

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**W3 Digital Ltd**, July 2004 – April 2006

[www.w3digital.com](http://www.w3digital.com)

**Position: Technical Director**

A technology partner to a select number of London-based corporate clients including Performance Surveys (LMS Global), Guest Invest, Venturer Electronics Europe Ltd, Optima, M Cashback Ltd, For Goodness Shakes.

*Technical pre sales, technical consultancy services, R&D, pitch preparation and delivery, client management, project management, outsourcing, application development, technical support, training.*

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**Vibe New Media**, August 2002 – July 2004

[www.vibenewmedia.com](http://www.vibenewmedia.com)

**Position: Technical Director**

Vibe New Media offer web and design services to SMEs. Their solutions adhere to web standards with an emphasis on Usability. Their clients include local businesses, investment banks and academic institutes such as the ICM.

**Specific tasks include:**

*New business, strategy and implementation, application development, design, hosting, account management.*

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**Shrinking earth.net**, April 2001 – August 2002

[www.shrinkingearth.net](http://www.shrinkingearth.net)

**Position: Production Director**

A typical London style multimedia agency with a lively vibrant team of 15 staff and an impressive client roster including BACS, Filofax, Royal Albert Hall and CORGI die cast models.

*Management of the Production team, R&D, pitches, proposals, solutions, client technical contact point, support to account managers, up-sell, board-meetings, company strategy.*

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**TAS Software (a division of Sage)**, May 2000 – April 2001

[www.tassoftware.co.uk](http://www.tassoftware.co.uk)

*Design, build and maintenance of website. Re-enforcement of partner program – a huge commercial success.*

**eToys.com**, June 1999– May 2000

[www.etoys.com](http://www.etoys.com)

*Lead Coder for the world's largest online toy e-commerce business (at that time). Based in USA and UK.*

**Artery Design**, April 1997 – June 1999

[www.arterydesign.co.uk](http://www.arterydesign.co.uk)

*Multimedia Developer employed to research and learn new technologies for application in client systems.*

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## EDUCATION

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<i>Management Diploma (Uni of Leicester)</i>	<i>06/2010</i>	<i>Passed</i>
<i>ITIL version 3 Foundation Examination</i>	<i>01/2009</i>	<i>Passed with 95%</i>
<i>APM Group PRINCE2 Registered Practitioner</i>	<i>03/2007</i>	<i>Qualified at Practitioner level</i>
<i>Bournemouth &amp; Poole College of Art &amp; Design</i>	<i>09/1994 – 06/1996</i>	<i>HND in Media Production</i>
<i>Guildford College of Higher Education</i>	<i>09/1992 – 07/1994</i>	<i>National Diploma in Media Studies</i>
<i>Bishop Reindorp Secondary School</i>	<i>09/1983 – 09/1987</i>	<i>6 O-Levels, 3 CSE's</i>

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**HOBBIES** Learning new skills, everything web, movies, gadgets & technology, home music studio, health/fitness

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