

Curriculum Vitae

PERSONAL DETAILS

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EDUCATION AND QUALIFICATIONS

1963 – 1970 Halesowen Grammar School
Four A Levels and seven O Levels

1970 – 1974 Commercial Apprentice British Leyland
HND Business Studies (Marketing)
Diploma in Marketing, (CIM Final)

Member of The Chartered Institute Of Marketing, Dip. M. MCIM
NVQ Level 5 Programme Management

SKILLS SUMMARY

I have senior IT and business/commercial management experience in the Automotive, Aerospace and Health Sectors including sales and marketing and CRM, order processing, distribution/logistics, dealer management systems, product inventory control, supply chain management, engineering, manufacturing, business process re-engineering and the NHS National Care Records Programme. I also have Ministry of Defence security clearance (SC).

Programme / Project Management:

Major programmes of work in systems development and service/infrastructure deployment typically delivered as fixed price with controlled deadlines. These have been delivered into varied technical environments including customised application service provision (ASP) and packaged system deployment, e-commerce (B2B), client-server, mainframe and Object Oriented developments using structured project management disciplines such as AT&T GlobalPM, BMW/Softlab Quality Management System, CSC Repeatable Project Management (RPM) and Prince 2. I have attained NVQ Level 5 certification in programme/project management. I have been responsible for the bid-management and delivery of IT projects for over 25 years (to circa £4m), including system integration/interfaces with legacy systems and the transitioning of applications into support and maintenance. I have also managed trans-national projects in Germany and the USA.

Business Analysis:

Business/systems analysis experience both at a strategic level and locally with project/technical teams for requirements definition etc. Specialist projects have included Dealer Management Systems, Customer Relationship Management, Neural Networks and Computer Telephony Integration.

Business Management:

Profit Centre/Account management, commercial management, budgetary control and business development responsibilities in major IT Accounts. I am accustomed to managing large teams with delivery responsibilities, and with the associated general management duties.

Systems Management:

Business-critical system ownership with software development, service delivery and support and maintenance responsibilities.

Quality Management:

Quality Manager: Responsible for the maintenance and continuous improvement of the AT&T UK Divisional Quality Management System, processes and repository, to BS5750/ISO9001 accreditation.

CAREER SUMMARY

I have worked on mainframe, mid-range and PC systems including client-server, package deployment and Application Service Provision. I have personally undertaken all of the systems project life cycle tasks from feasibility studies through to installation and support/maintenance in varied and multiple system environments. More recently, my role has primarily been the project management and delivery of major application development and infrastructure programmes and business/commercial management.

All system developments under my control have been undertaken using a structured design and development methodology, within a BS.5750/ISO9001 accredited Quality Management System. I am accustomed to working with structured methodologies and operating within the SEI Capability Maturity Model.

I have been responsible for the technical evaluation of hardware and software alternatives in varied business and technical environments, and have endeavoured to maintain an understanding of the latest technological approaches.

I have ensured that I remain proficient in the project management process, whether undertaking completely bespoke developments, integrating and customising standard software packages or implementing IT infrastructure or managed service projects. I have maintained a comprehensive professional development programme, attaining NVQ level 5 in project management.

SENIOR POSITIONS HELD

Project Manager (Contract), iSOFT PLC

March 2007 – estimated February 2008, iSOFT Plc. Project Manager responsible for the Requirements Analysis and Functional Design phases of the Operating Theatres work package, as part of the current software development/delivery increment into the NHS National Programme for IT (NPfIT). Reporting to the overall Program Manager, I am responsible for managing a dedicated team of business analysts, product specialists and subject matter experts (8-10 specialised staff) and for the delivery of detailed Business Requirements and Functional Design documentation, and the coordination with central Programme Office, third party suppliers and NHS project teams.

Project Manager (Contract), Softlab UK Ltd

September 2006 – March 2007, Softlab UK Ltd. Project Manager responsible for the delivery of Pivotal Customer Relationship Management (CRM) solutions into customer environments on a fixed price basis. I was responsible for the management of a multi skilled team of business / technical consultants and third party suppliers, and the successful implementation of business critical CRM solutions into Cambridge University, Vanguard Car Rental and the BBC utilising standard planning tools and methodologies.

Senior Project Manager, NHS – National Programme for IT.

March 2004 – July 2006, CSC Computer Sciences Ltd. Senior Project Manager with responsibility for customised systems deployment of the CSC reference application service, infrastructure and business change into the Birmingham and Black Country Strategic Health Authority, as part of the NHS National Care Records Service programme. Each deployment project (circa £1m) transitioned an NHS Hospital Trust from local legacy systems onto the new application service, and included patient data migration. Working closely with the NHS Trusts, I was responsible for managing dedicated project teams (10 – 20 specialised staff) and for the overall coordination with the central CSC teams. I contributed to the general development of the CSC deployment approach and methodology and led four major deployment projects and three

upgrade projects. I received a CSC Presidents Award for this achievement.

Programme Manager / Account Executive, Airbus Engineering

August 2003 to March 2004, CSC Computer Sciences Ltd. Programme Manager and Account Executive to Airbus Engineering. As a member of the Airbus account team reporting directly to the CSC Account Director, I had responsibility for the management and profitability of key business elements including programmes of work and service delivery, customer and partnership relationships, account strategy and day-to-day issue management into the Airbus UK Engineering sector. I was also responsible for the management of circa 80 IT consultants and operational support staff. The value of the CSC account at Airbus was circa \$100m pa.

Project Manager, Windows 2000 Migration (Airbus)

October 2002 to August 2003, CSC Computer Sciences Ltd. Project Manager, Airbus UK Windows 2000 Infrastructure Upgrade. The project scope was to implement the infrastructure upgrade necessary for Airbus UK to join a single European network Domain, and to deploy Windows 2000 with Active Directory across 6,500 PC's in the UK. Total project budget was in excess of £4m, with a team of over 20 staff. The project successfully met all certification and deployment milestones and received special commendation from the central Airbus (France) IT function.

Service Delivery / Commercial Manager, Application Service Provision (ASP)

April 2001 to June 2002, CSC Computer Sciences Ltd. Service Delivery/Commercial Manager responsible for provision of an ASP service primarily into the automotive manufacturing industry and supply chain, and to establish the service as a fully operational ASP. This included the selection, procurement and contract negotiation of hardware, software and man-time resources from third party suppliers, the set-up and ownership of Service Level Agreements, and the management of all day-to-day relationships. I was also responsible for ongoing commercial management.

Business Development/ Programme Manager

May 2000, BMW/Softlab Ltd. Business Development Manager responsible for the development of new business, particularly in the areas of e-commerce and Customer Relationship Management. Systems requirement definition and bid management activities for significant Invitations to Tender from major international companies and UK Government contracts (PFI and PPP), including the national roll-out of the BMW UK dealer management system and an e-business replacement for the Rover and Land Rover dealer ordering system. I was also Systems Support Manager for the Rover/Land Rover service and warranty systems (12 staff).

Programme Manager Business Process Re-Engineering (project IMPACT)

July 1999, BMW/Softlab Ltd. Responsible for the project management, co-ordination and control of all cross-programme activities in developing a common technical and business process infrastructure between Softlab Ltd and Softlab GmbH. This included the review of existing procedures in Germany and the UK, and the establishment of common processes incorporating best practice to promote better commercial and working relationships with the customer. The programme consisted of 6 multi-national project teams, made up of members from both the GmbH and the UK organisations, and involved periods of working in Germany.

Programme Manager Millennium/BMW Convergence

December 1997, AT&T. Programme Manager for the AT&T elements of the BMW/Rover engineering Convergence Bill of Material Programme, and to provide support to Rover in co-ordinating systems activities affecting the overall programme. I was responsible for all AT&T deliverables and the recruitment, management, training and deployment of a specialised team of 12 staff. The assignment involved periods of working in Germany. I also assumed Systems Development Manager responsibilities for the Electronic Data Interchange (EDI) and e-commerce service to over 750 Rover suppliers with a team of 18 staff.

Quality Manager

March 1997 to December 1997 AT&T, responsible for the maintenance and continuous improvement of the AT&T UK Divisional Quality Management System. Senior members of the management team were encouraged to take up this position on a rota basis to ensure a fresh

perspective, and to promote the culture of continuous improvement. During this time I was able to utilise Internet Web browser technology, and succeeded in transferring the Quality Management System onto the in-house Intranet.

Project Manager, Customer Knowledge Generator (Schering-Plough):

March 1996 to June 1997 AT&T, responsible for the co-ordination and delivery of a Customer Knowledge Generator system to the American drug company Schering-Plough. This project involved the development and adaptation of neural network technology designed to predict and optimise sales force activity to doctors in the USA. I was required to co-ordinate the input of a third party specialist neural network Software House and manage the total Programme on behalf of AT&T. This involved periods of working in the USA.

Cross-Programme Services Manager:

January 1996 to March 1997 AT&T, responsible for the co-ordination and control of all software development and technical design, database design, decision support reporting and maintenance capabilities across the total Rover Group Just-In-Time/Distribution Efficiency Programme (JIT/DE). This spanned the Sales, Supply and Manufacturing functions in a multi-team environment including 60+ software developers.

Systems Development Manager Ordering Systems:

February 1994 AT&T, responsible for the management and co-ordination of all application development projects, infrastructure and maintenance/support activities for Rover and Land Rover order management systems, with an annual systems development man-time budget in excess of £2.0m. This position oversaw a programme of total re-write for all of the major order management systems for UK and Europe, and involved the management of 40+ software developers located at multiple sites.

Systems Development Manager Distribution/Logistics Systems:

May 1993 AT&T, responsible for the on-going support and maintenance of Rover Cars and Land Rover distribution systems including a feasibility study, functional specification, evaluation of development methodology and hardware sizing programme for developing a combined system. I was also responsible for a multi-million pound improvement programme to the AT&T Viewdata Application Service (ASP) to the Rover Dealership, Jaguar Cars and other corporate users in the financial, leisure and healthcare market sectors.

Systems Development Manager:

June 1992 AT&T, total responsibility for the project management and delivery of major enhancements to the Rover Cars vehicle distribution systems, required to support extensive changes in customer business practices. This urgent undertaking required system delivery within very tight timescales (16 weeks), with a man-time budget in excess of £1.0m.

Business Development (IT) Manager:

August 1990 AT&T, IT Manager for Sales, Marketing and Supply Systems reporting to the Commercial Systems Director, responsible for the delivery of all system development projects and the full range of AT&T products and services. This position required the management of two profit centres in support of sales, marketing and supply systems for Rover Cars with a staff of 30+.

Systems Development Manager:

October 1988 ISTEEL, Systems Manager with total responsibility for re-development of the vehicle inventory control system for Rover Cars. This project involved the technical evaluation of hardware alternatives and subsequent recommendations to Rover, and the bespoke software development (£1m+) utilising structured design and programming techniques with extensive use of reusable and automatically generated code.

Systems Manager:

November 1985 ISTEEL, Systems Manager of the Rover Cars Vehicle Inventory Control and Order Management System. Providing 7 * 24 hour distributed processing for the movement control and document production of physical vehicles stored and subsequently despatched from the Long bridge and Cowley production plants. This facility required a permanent staff of 15,

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covering bespoke software developments and technical support.