

NEIL JONATHAN ATHERTON

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A security cleared, project manager with a specialist background in IT and Life Science, business experience in the Government, Biotech, Pharma and Telecoms sectors and a track record of establishing contracts of business to new customers & clients; conducting gap analyses and delivering associated business improvements within Global & Regional Operations and Small to Medium Enterprise business.

KEY SKILLS

<i>Project management:</i>	Managing projects and project teams. Leading by example and developing teams by utilising personal expertise through a direct, task orientated and analytical approach toward problem solving and project task completion on time, within budget and to a quality acceptable to customer expectations.
<i>Client / Customer engagement:</i>	Managing the interface. Developing business cases, negotiating contracts and costs to deliver practical and cost-effective solutions.
<i>Sales & Marketing:</i>	Good commercial acumen. Adept at identifying profitable business opportunities, influencing key decision makers and managing ongoing business relationships to promote growth and deliver repeat business.
<i>Strategy planning:</i>	Researching and analysing market dynamics, contributing toward the creation and implementation of strategy and managing resources to maximise business potential.
<i>Business process design:</i>	Definition of user requirements and designing the business processes to meet them. Use of emerging and enabling technology as appropriate.
<i>Implementation planning / execution:</i>	Developing and delivering rollout plans and schedules including handover of designs & processes for the introduction or migration to new systems or ways of working.
<i>Development of training:</i>	Developing and delivering end user or support team training plans and schedules including group, one to one and E-Learning at introductory, advanced or refresher training level following core system updates.
<i>Bringing new services into operation:</i>	Project to business as usual operations preparedness. Change Management (ITIL), service design, service management processes & procedures, service desk support, training and reporting including design of metrics dashboards.
<i>Line management:</i>	Personnel development, training, human resources, appraisals, recruitment and team building to create a centre of excellence.
<i>Business accountancy & finance:</i>	Ongoing Commercial & Finance diligence to ensure accurate invoicing, aged debtor analyses, forecast revenue tracking, financial planning and delivery of planned profit margins.

INTERPERSONAL SKILLS

<i>Leadership:</i>	Having focus and vision. Good communication skills. Willing to be the bad guy. Remaining calm under pressure. Innate leadership skills.
<i>Effective Communication:</i>	Confident when dealing with a broad spectrum of people from senior management to entry level staff. Ability to relay information effectively with due consideration of individuals' understanding. Able to be patient, tactful and diplomatic as required.
<i>Clear & Organised Approach:</i>	Being well organised from both a personal and team based perspective. Able to collate and distribute documentation and source material in a useful, clear and succinct fashion.
<i>Team work:</i>	Good team player with excellent organisational ability and motivational skills. Able to develop effective liaison with members of staff in order to progress tasks and deliver positive results. A champion of continuous improvement activities.
<i>Adaptability & Flexibility:</i>	Implementing skills gained through personal experience, academic study and working life to achieve adaptability to changing schedules and workloads. Ability to prioritise tasks and focus on the work at hand even when interrupted. Able to perform well under pressure.

**Atos (formerly Siemens IT Solutions & Services) @ National Assembly for Wales
Project Manager (Full-time)****June 2006 to date.**

Project & Programme Management (PPM) under the Merlin Alliance Contract to deliver cost effective IT infrastructure, Application Support and Service Management to the National Assembly for Wales - Welsh Government (WG) and Assembly Parliamentary Service (APS).

Welsh Government - Enterprise Projects & Innovation Programme:

- *Strategic Infrastructure Transformation:* As part of a Green IT initiative, managed the delivery of high-end HP Blade infrastructure for the implementation of Virtualised Server development and pre-production environments for Assembly Application systems across numerous projects in several regional and core data centre locations provisioning the WAG estate.
- *Enterprise Resource Planning (ERP): Systems, Applications and Products in Data Processing (SAP)* In association with 3rd party SAP specialists; delivered hardware and application implementations, service designs and support contracts on time and in budget to allow WAG Finance teams to perform accurate and timely KPI analyses and management reporting for upcoming financial year planning and budget allocation.
- *Electronic Record & Document Management System (ERDMS):* Built Development, Pre-production & Production infrastructures, managed the 3rd parties responsible for application development & implementation and using change management moved all into live, supported service; then undertook a period of phased rollout of associated end user client configurations. Successfully delivered the project to enable WAG to begin delivering early aspects of UK Government statutory obligations in a move to become fully compliant with UK Parliament & GCHQ record information retention and auditing policies.
- *Customer Relationship Management Systems:* Managed various projects to support the delivery of a Business Change Programme through Infrastructure & Application implementation of a MS Dynamics CRM/ERP system now in use as various tenanted versions within WAG for numerous government divisions including the Department of Economy & Transport, Mental Health Review Tribunal for Wales, Human Resources and Finance divisions.
- *Assembly Sponsored Public Body Mergers:* Transferred new organisations into the Welsh Government to comply with contractual merger deadline dates. Facilitated by the migration of IT Infrastructure support and personnel into the Welsh Assembly Government Centralised ICT Service Teams.
- *Secure Remote access:* Delivered the design and first phase implementation of a Government Secure Intranet (GSI) accredited Virtual Private Network (VPN) project.
- *Government Data Security:* Worked with a CLAS consultant to deliver a pilot phase of an estate wide data security project to secure WAG employee laptop hard drives with a CESG accredited encryption system thereby ensuring adherence to data protection and confidentiality requirements under HMG policy.
- *ICT Estate Rationalisation & Business Change:* Enabled ongoing relocation of staff and assets from WAG offices - defining requirements, installing, upgrading or decommissioning IT infrastructure, WAN & LAN Connectivity, Networks devices, Servers, PC/Mac Clients, Telephony hardware, Video conferencing; with associated data migration, shared network drive provisioning. Also spear-headed the setup of a centralised meeting room booking system for "Working without boundaries" (a work stream of the WAG Relocation Strategy Programme).

Assembly Parliamentary Service – Projects & BAU Service Management to Assembly Members:

- *Senedd Wireless:* Designed, built and delivered a CESG and GSI accredited bespoke Wireless Service into the Senedd building (Cardiff Bay) allowing all 60 Assembly members a secure method of access to core APS services such as email, web, file and print shares, and other application services provisioned by Siemens.
- *02 Blackberry Managed Service:* Delivered a technical refresh, service improvements and cost reductions to a pilot 02 Blackberry Managed Service thereby moving system into a live supported service for all 60 Assembly Members as part of their Business as Usual activities.
- *Human Resource & Fee Payment system:* Delivered new functionality, service improvements and cost reductions to Snowdrop, a pilot HR & Finance Managed Service for Assembly Members thereby moving system into live service for all 60 Assembly Members as part of their Business as Usual activities.
- *APS Core Services:* Reporting to the APS core Management Team, managed 3 work streams of Audio Visual, Host Broadcasting and LAN Network with a budget of £6.9m to PRINCE2 methodology, to time, quality and budget tolerances.
- *Project Management Office Governance:* Ensured configuration management and project: changes, risks and issues were managed via an agreed, auditable change control process covering £1m changes.

Net Support UK Ltd (part of Tewdric Group)
Technical Consultant (Full-time)

August 2005 to May 2006.

Contributed to the management and delivery of an efficient and cost effective IT infrastructure to customers through managed service offerings.; ensuring that users had access to data, systems and applications necessary to conduct their core business work and were fully supported under the terms of their contractual agreements.

- *Technical Sales:* The proactive design and development of *High Speed, High Bandwidth Networking* for LAN, WAN and VPN including the use of fibre, wireless and Free Space Optics technology to connect geographically separate multi-site operations into the Net Support Data Centre offering a wide array of managed service offerings accessible via RDP, Citrix, Internet and Extranet presentations; with a reduction in the total cost of ownership and cost effective support contracts provisioning allowing the minimisation of local IT staff headcount .
- *Bolt on IT departments:* Total outsourcing of hardware and software support for over thirty concurrent clients ranging from SME to corporate IT groups. Services offered included Remote desktop & server administration, Domain registration & management and network connectivity to provide efficient, reliable and cost-effective solutions.
- *Strategic Implementation:* By way of client business stream liaison, delivered new IT and communications applications, products and services, in line with customer business drivers. Custom solutions were designed and rolled-out, thereby adding value and cutting costs of business process change.
- *Security Auditing:* Maintenance of high level data and system security from inception through implementation and beyond roll-out phase to assure the continued confidentiality of company Intellectual Property.

IT Consultant (Freelance).

June 2004 to May 2005.

Operated as an independent consultant offering IT services to local business in the South Wales area. Primary responsibilities being to Managing Directors, through a continued hands-on technical development role and operating as an interim manager.

- *General Business Acumen:* Clear vision of realities allowing the determination of priorities and the organisation of work plans that are easy to understand and apply. Experience in problem evaluation and pragmatic resolution.
- *Computer technology consulting:* Ensuring small businesses understand the rapidly changing technology in business today. Best-of-breed investment. Multi-tier development.
- *Computer hardware/ software evaluation, recommendation, development, maintenance and technical support:* Negotiation of the most cost-effective computer support agreements whilst still continuing to generate revenues. Recommendation of when and how to invest in customisation of computer software that will grow businesses.
- *Professional E-commerce strategy:* Web site development and implementation. Provision of specialised knowledge to create high-traffic web sites that generate revenue. Review, evaluation and recommendation of improvements to make web sites a true profit centre.

Heatforce (Wales) Ltd.
Business Systems Manager (Full-time)

January 2004 to May 2004.

Line managed seven administrative staff & ran business development projects. Also accountable for the development, administration and support of IT based resources, servicing the whole Heatforce business. Increased operating efficiency of the business through the successful implementation and roll-out of new services using IT hardware, software and training.

- Scoped, developed and implemented an Accounting and Job Costing system using Sage Line 50 Financial controller and a CRM implementation using Sage ACT. Now being used as the primary business admin tool daily which drastically increased the throughput of jobs and associated resourcing, materials and billing.
- Delivered a company website to promote company marketing with an online trading system under development. Along with strategic marketing and advertising, the website increased sales and servicing revenue by 80% within the first 3 months of implementation.
- Designed and implemented an electronic stock control system, which afforded a 30% saving on supplier ordering, and allowed real time information to be accessed for the costing of jobs.
- Refocused direct sales & marketing, achieving a 15% per month increase in product sales.
- Developed teams and worked toward an "Investor in people" accreditation.

**Amersham Biosciences Ltd. (now GE Healthcare)
R&D IT Project Manager (Full-time)**

October 1999 to June 2003.

Managed the development, administration and support of IT based resources, servicing R&D projects of 120 staff.

- Increased operating efficiency of the business through global project teams by successfully addressing strategic IT gaps. This was facilitated by the purchase, design, administration and improvement of data management systems within a unit of 100 staff.
 - Produced high quality project documentation that defined the business requirements (defined project scope, timescales, costs, resource, design, support, risk and issues).
 - Produced technical documentation: requirements analyses, functional specifications and technical manuals for IT projects. (Software Development Projects).
 - Delivered a cost-reducing support website which achieved a 40% decrease in manned customer support requirements in its first year.
 - Investigated, procured and commissioned the installation of specialist hardware and software enabling continuation of key R&D projects. Solutions were delivered on-time and within a pre-determined budget of £50K. (21 CFR 11 Compliance).
 - Drafted, presented and demonstrated innovative information technologies for peer and management review, thereby allowing senior management to successfully plan future project activities which required IT resource. (Strategy Planning).
 - Ensured corporate systems containing Intellectual Property were secured and that agreed business processes for model use were followed.
 - Negotiated cost-effective service level agreements with third party IT solution providers and developing savings annually of 15% in allocated budget over a 3 year period.
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**NTL Internet Ltd. (now Virgin Media)
Team Leader – Technical Support (Full-time)**

June 1998 to October 1999.

Led a call centre team, responsible for the support of NTL and reseller internet service providers. Experienced in industry standard customer relationship management and subscriber administration billing systems.

- Monitored, controlled, scheduled and advised call centre agents on a daily basis, to improve and maintain the response times to customer support calls.
 - Coached a team of 5 technical support, and 3 customer service staff, including the resolution of escalated issues and development of good interpersonal skills.
 - Maximised call centre throughput by implementing a technical support database for all staff to reference. This greatly improved the delivery of accurate, quality solutions in a timely manner.
 - Extensive liaison with managers in Infrastructure, Commercial and Sales & Marketing divisions. Regular review of product and package information with business areas, with subsequent relay to staff to ensure all team members had excellent product knowledge.
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GlaxoWellcome Inc. USA. (now GlaxoSmithKline)

July 1996 to August 1997.

Quality Control Scientist – Drug Manufacturing (Full-time).

Responsible for routine quality control testing of pharmaceutical manufacturing areas and microbial identification in associated support laboratories.

- Acquired a comprehensive understanding of pharmaceutical product manufacture, including R&D, manufacturing, quality control and assurance stages. (ISO, GMP and COSHH). Attained working knowledge of US and UK regulatory compliance and following this, was successfully audited by the Food and Drugs Administration (FDA).
 - Worked on a long term project dealing with instrumentation refinement (microbial identification).
 - Developed a database system for quality control results, allowing the delivery of information to management in real time.
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QUALIFICATIONS

East Carolina University Medical School, Department of Microbiology. **1996 to 1997.**
Molecular Cell Biology & Informatics.

University of the West of England, Bristol. Faculty of Applied Sciences. **1993 to 1998.**
BSc (Hons) Applied Physiology & Pharmacology.

TRAINING CERTIFICATIONS

PRINCE2 Practioner.	<i>Novare Consulting.</i>	<i>Birmingham.</i>	2009.
Project Risk & Opportunity Management.	<i>Siemens AG.</i>	<i>Cardiff.</i>	2009.
PRINCE2 Foundation & Siemens PM Life.	<i>Novare Consulting.</i>	<i>Reading.</i>	2008.
Microsoft Certified Professional.	<i>IT Skills Wales.</i>	<i>Cardiff.</i>	2003.
Intellectual Property & Patents Course.	<i>Amersham Biosciences.</i>	<i>Bristol.</i>	2002.
Managing Multiple Projects.	<i>Fred Pryor Associates.</i>	<i>Cardiff.</i>	2001.
MS Project Professional.	<i>Aston Swann.</i>	<i>Cardiff.</i>	2000.

PROFESSIONAL MEMBERSHIPS

Association for Project Management.	2010 to date.
British Computer Society.	2010 to date.
Institute of Professionals and Managers.	1999 to date.

TECHNICAL SKILLS & EXPOSURE

Hardware: Desktops: IBM PC & Compatibles; Intel Pentium; Macintosh, SPARC.
Servers: IBM, HP (DL series, Blade series), Dell; Macintosh.
Networks: TCPIP, Novell Client-Server, LAN / WAN, Metro IP Clear. Remote Access Dialup, ISDN, Routers, Firewalls, VPN, Wireless, Broadband, SAN, NAS, Cisco, HP.
Telephony: HiPath MTS, PBX, Frame Relay.

Operating systems: MS-DOS, MS Windows 2000/2003 Server, All Windows desktop versions, Unix: Solaris, Linux: Red Hat. Mac OS 7- OS X.

General Applications: Microsoft: Office, Project, Publisher and Visio.
Adobe: Acrobat, Framemaker, Photoshop, Premiere.
OmniPage Pro, Sage Financial Controller, Sage ACT, Crystal Reports, Mind Manager.
Backup / Disaster Recovery: Tivoli, Veritas. EMC Legato. Server: Exchange Server.

Specialist Applications: Biotech/Pharma: IDBS ActivityBase, Informax Vector NTI, MDL ISIS, Spotfire, Reference Manager, GraphPad Prism. Telecoms: Onyx, SABS. MS Dynamics CRM, SAP GUI, BI, BPC and SSM.

Databases: MS SQL Server, Oracle, DB2, MySQL.

Middleware: SOAP, Microsoft BizTalk.

Programming Languages & Tools: Visual Basic, PHP, Lotus Script, XML.

Web technologies: Visual Studio/Visual Studio .Net, SAP NetWeaver.
HTML, JavaScript, CSS, MS FrontPage, IIS, Macromedia Dreamweaver, Flash, Freehand, Adobe: Acrobat, Framemaker, Photoshop, Illustrator.

PERSONAL INFORMATION

Date of Birth: 16th December 1973.
Nationality: British.
Marital Status: Married.
Other: Full UK driving license holder and car owner.