Curriculum Vitae – Alistair K Smith

Address: 5 Carnalea Court
Galston
Ayrshire
KA4 8HY

Telephone : 01563 821064
Mobile: 07884 474 809
Email: al.smith@alistairksmith.co.uk

Profile

A highly motivated, results-oriented project manager (Prince2 practitioner) with a proven track record in the successful delivery of major projects throughout the UK

I'm a Programme/Projects Manager with a background in professional services, IT Outsourcing and managed service companies whose skills and experience cover software deployment, infrastructure and network implementations, consulting and system integration

Comfortably operating at all organisational levels to CEO and demonstrating excellent leadership and commercial skills. I am a strong influencer and innovative problem solver in high-pressure commercial environments

Subject matter expert in Application system acquisition, integration and implementation, customer interaction, managed service delivery across Telecom, Utility, Construction, Aerospace, Educational, Accountancy sectors an the Public Sector

Achievements

- Implementation of an £8.5M group wide Finance (ERP) Application for Alfred McAlpine Plc
- Implementation of a £4.25M group wide HR and Payroll system for Alfred McAlpine Plc
    - UK wide system integration projects to multiple UK offices
    - Board level report up to PLC
- Full P&L responsibility
- Matrix Management of teams up to 50 in size
- Multi million pound P&L responsibility delivered to pre defined targets
- Established & implemented standard project office methodology for Majors Project Group within Alfred McAlpine
- Managed outsourced application development and support contract
- External bid process & delivered managed service solutions for Computacenter key customers
- Establishment of an operational support function including Software Release & Change management within EWS Railways IT department
- Definition of operational processes, procedures & service delivery including definition of 3rd party supplier service level agreements for Thus Plc
- Responsible for the implementation of key billing systems and company wide SAP Financial system for Thus Plc as part of their public floatation
- Business Continuity and Disaster recovery planning & implementation for Thus Plc
- Delivered programme of major legacy system replacement including integration of Oracle financials for the ACCA
- Designed & Project Managed Network upgrades, company wide Infrastructure roll outs & Telephony system replacement & desktop application integration for GE Caledonian

Key Competencies:

Project and programme management (5 years +)
Infrastructure, Network and Application system integration (10 years +)
Supplier, vendor and stakeholder management (15 years +)
Development of operational processes and procedures (10 years)
Cost reduction and profit turnaround strategies (15 years +)
Multi-disciplinary team leader with vast management experience

Academic and professional qualifications:

Prince 2 Practitioner
ITIL accredited (V2)
Scottish Certificate of Education
HNC in Mechanical Engineering

Professional experience

May 2008 – Present
Glasgow Housing Association: (Interim)
Senior Project Manager
- Key business application implementations and upgrades
  - Including new system for KPI reporting , Direct Debit & Debt Recovery applications and various system upgrades
- Implementation of ITIL based service management processes

October 2007 – April 2008
Scottish Government - Accountant in Bankruptcy: (Interim)
Senior Project Manager
- Case Management system upgrade to meet new government legislation
  - Including business process analysis & design, software development, deployment and testing to new financial year deadlines
- Assignment to establish an IT Applications support function
  - Defined & implemented new structure, roles, scope & integrated with external IT partners
- Implementation of an ITIL based change management process

March 2003 – October 2007
Alfred McAlpine Plc: (Permanent)
Senior Projects Manager (2003 – 2007)
- Deputy to the programme director in delivering group wide Finance and HR & Payroll system solutions
- Responsible for implementing an £8.5M group wide Financial & Project Accounting and £4.25M group-wide HR & Payroll system.
- Responsible for the implementation of the technical infrastructure (inc middleware) of each solution
- Responsible for 3rd party management including budget management of hardware, resource management (internal & external) & software development
- Development of a group wide training programme & the management thereof
- Effective delivery of all quality documentation to representatives of each business unit
- Implementation of system interfaces to the MIMS application for Core Utility Solutions

Business Applications Manager (2005 – 2006)
- Responsible for group wide Application Systems supported UK wide by 20 multi skilled business analysts
- Contract management delivering to closely defined SLAs
- Delivering service to in excess of 5000 business users

November 2002 – March 2003
EWS Railways: (Interim)
Operations Support Manager
- Assignment to establish an Operations support function with EWS IT department
- Project managed establishment of support structure & ITIL based process implementation
- Recruited team & implemented ITIL based Service support & delivery processes
- Defined terms of reference for enterprise wide system management tools

August 2002 – November 2002
Computacentre: (Interim)
Service Delivery Manager
- Delivered a quality ITIL based service to customers exceeding all KPI targets
- Created a repeatable infrastructure support model that could be 'sold' to existing & prospective clients P&L responsibility & achieved revenue increase targets

July 1998 – August 2002
Thus Plc: (Permanent)
IT Service Delivery Manager (Infrastructure & Service Delivery Manager)
- Managed IT service delivery, applications support and software development initiatives at UK wide Telecommunications company. Managed IT teams (~30 people) in the north & south. Established business OLA's and 3rd party support SLA's which covered 24*7 operation and managed to strict performance targets. Co-ordinated UAT initiatives
- Coordinated the outsourcing of business systems support and hardware/software acquisition, including contract and service level management.
- Technically designed and managed the infrastructure roll out of key Billing systems (Saville, Portal, Geneva) and SAP modules for HRP & Finance.
- Co-led the development & deployment of regional standards, policies and operating procedures for change management (including go live) as well as service desk call handling, escalation, resolution and incident reporting all to ITIL standards.
- Implemented & tested an IT disaster recovery plan in conjunction with the business continuity group.
- Designed and implemented industry standard system tools covering system administration, backups and system resilience. Managed system availability & capacity to meet business demands.
- Managed the profit & loss of an operational budget of ~£15M and project capital of ~£3M. Operational savings of £4M were realised over the period. Supplier contract negotiation
- Project Managed the technical design & implementation of the group wide SAP installation

January 1997 – July 1998
ACCA: (Permanent)
Network Services Manager
- Managed IT service delivery including service desk, desktop support, key bespoke applications and oracle financials, LAN & WAN support to various UK & Eire sites.
- Delivered programme of major legacy system replacement and core integration of financial systems, underpinned by a network migration from Novell to Windows NT.
- Introduction of an IT disaster recovery plan and testing methodology.

January 1990 – December 1996
GE Caledonian: (Permanent)
Datacentre Manager
- Coordinated the 24x7 support of mission critical systems and data centre operations for site manufacturing and engineering functions. Partnered with sister teams in the USA.
- Managed the Operation budget (~£5M) & achieved year on year savings with Capital project spend managed and controlled by significant ROI.
- Project Managed the implementation of document management and contact management systems
- Developed the IT and Telecomms strategic roadmap and for business wide application development
- Designed, Implemented & tested an IT disaster recovery plan
- Developed & implemented standards, policies, operating procedures and mature software engineering practices for all sustaining & project activities.
- Maintained IT security (audit & compliance) of manufacturing & engineering systems to BS5770 & ISO9002 standards.

June 1983 - December 1989
Glacier Metal: (Permanent)
Systems Manager
- Managed the 24x7 support of mission critical systems and computer operations for site manufacturing and engineering functions.

To May 1983
Glacier Metal: (Permanent)

- **Principal Engineer** in a medium to large company environment with a high degree of personal responsibility.
- Recruited as a **Graduate Engineer** and promoted through several grades, reaching Technical Specialist by the time of leaving.

Application expertise

- Accounting
- Financial (ERP)
- Telecommunications
- Manufacturing Sage
- HR&Payroll Financials
- Data Warehousing
- Billing systems, CRM
- MIMS stock management

Technology expertise

Hardware : HP, Sun, Sequent, Wintel
Infrastructure : EMC, BMC, Veritas
Applications: Portal Infranet, Saville, Geneva, Informatica
Applications: Remedy, Siebel, Causeway Financials,

Applications: Sun Accounts, Trent, SAP, Oracle

Applications: Anite Systems, Northgate iWorld