Glenn Miles
3 Cannock Walk, Fareham, Hants PO14 1JZ
Tel: 01329 512742, Mob: 07864 941438
Email: glenn.miles@trinity3i.co.uk

Profile
A highly motivated and experienced project manager with a strong history of delivering projects to time, cost and quality and ensuring client satisfaction. Delivery focussed, PRINCE2 practitioner and APMP qualified professional. Innovative, resourceful, able to communicate effectively at all levels and very strong at building relationships. Experienced in managing cross-functional teams of up to 20 people to deliver complex projects, with full budget responsibility up to £2.5m. Enthusiastic with strong planning and control skills, including the use of earned value management. Very strong risk and issue management including identification, analysis, management and control. Excellent formal documentation skills encompassing complete project life cycle. Security cleared to SC level.

Expertise
- Planning
- Risk Management
- Issue Management
- Budget Control
- Configuration Management

- Communication
- People Management
- MS Office
- Service Delivery
- Continual Improvement
- PRINCE 2

- APM
- Change Control
- Reporting
- Documentation
- Stakeholder Management

Qualifications
- PRINCE2 practitioner, re-accredited in October 2010
- Member of the Association of Project Managers (APMP)
- Management of Risk (MoR) practitioner (December 2009)
- ISEB Certificate in Project Management for Information Systems

Career History
December 2011 – December 2012   **Project Manager**   **Babcock International Group, Hampshire**

Desktop Implementation
Successfully managed a UK wide transformation project to migrate users to new corporate infrastructure including Windows 7 and Office 2010 as part of a programme.
- Ensured that all non-core business critical applications are tested, remediated and function correctly in new environment
- Managed application, connectivity, environment and deployment testing
- Managed deployment of new laptops or re-imaging of existing equipment to a mobile workforce
- Managed risk and disruption to the business before, during and after migration
- Managed change control in a formal process
- Interfaced with several different technical teams to ensure successful delivery
- Produced weekly reports that detailed progress, status, risks and issues to programme and board level

System Analysis
Managed and conducted a series of interviews and workshops to map the business processes and define the detailed requirements for both a Resource Management System and a Document Management System. The Resource Management System is required for time recording, forward planning, contract management and reporting with staff utilisation and skills matrix management a priority.

Management Information System
Successfully managed a project to procure a Management Information System including training course design, planning, scheduling and asset management modules. Documented the business processes, and defined the detailed requirements through a series of workshops and interviews.

Conducted a review and evaluation process on the selected applications marking each proposal against a set marking and scoring system, following which the top scoring vendors were invited to present a demonstration of their product against a set scenario. Following site visits to the leading vendors a recommendation was then made to the project board for procurement.

September 2011 – December 2011   **Business Analyst**   **Steria, Salisbury**

Developed a detailed business case for the provision of specialist computing facility
- Access required by both cleared an non-cleared personnel from academia and industry
- Provision of sanitised test data
- Testing of code to ensure safety for use on secured systems
- Segregated access to different data sets for different personnel
- Options analysis to identify best-fit solution
- Production of high level design

April 2011 – September 2011   **Project Manager**   **Steria, Salisbury**

PeopleSoft Custom Invoice System
Implemented a bespoke invoice system within PeopleSoft. Successfully delivered project to time, cost and quality.
- Provided new custom system to provide invoices to the Ministry of Defence (MOD)
- Developed three methods of invoice submission
- Implemented secure infrastructure to manage traffic to / from third party supplier
- Implemented email and boundary changes to support new system
- Interface to both MOD and third party suppliers
- Provided custom screens to manage different contract and invoice types

March 2010 – April 2011   **Project Manager**   **Dstl, Salisbury**

Enterprise Resource Planning (ERP) Upgrade
Upgrade of PeopleSoft from version 8.9 to the latest 9.1 version. Liaised extensively with Oracle Support, Development and Strategy teams in the USA. Managed third party supplier (Oracle UK). Successfully delivered project to time, cost and quality.
- Upgraded PeopleSoft Financials and Enterprise Portal to version 9.1 and PeopleTools to version 8.50
- Implemented new infrastructure including Disaster Recovery
- Reduced customisations by 30%
- Carried out fit-gap exercise to determine which new functionality would be of benefit and implemented same
- £2.5m budget
- Managed team of ~20 people

December 2009 – March 2010   **Project Manager**   **Serco, Portsmouth**

Microsoft Server
Analyse and trouble shoot a project to implement Microsoft Server that was behind schedule and over budget.
- Mentored the project manager
- Managed the risks and issues
- Provided recommendations to the Programme Manager and Chief Information Officer

January 2008 – December 2009   **Project Manager**   **Serco, Salisbury**

Office Transition
Provided IT capability at the desktop in new 1,000 seat office. Successfully delivered project to time, cost and quality.
- Included IT (up to 4 data classifications), all peripherals and telephony
- Responsible for selection and procurement of all hardware including printers
- Managed team of ~12 people
- £1.65m budget

March 2005 – December 2007 **Deputy PM** **Serco, Portsmouth**

ERP Upgrade
Upgrade PeopleSoft Financials, HR, Budgeting and Forecasting and Business Reporting to version 8.9 from heavily customised version 7.5.
- Monitored and controlled the progress of all work streams, and took and/or reported any necessary corrective action
- Created, managed and monitored earned value, and responded to any deviations from plan
- Managed issues and risks
- Managed all project costs including payment of invoices to sub-contractors and raising invoices to the customer
- Managed the configuration management for the project including the central filing system

March 2003 – March 2005 **VB Developer** **Serco, Farnborough**

Provided 2nd line support for bespoke budgeting and forecasting applications written in Visual Basic.
- Whilst fulfilling my support duties passed the PRINCE2 foundation and practitioner qualifications
- Managed development of new web-based IS Purchase Portal within all constraints
- Successfully managed implementation of on-line catalogues in Peoplesoft 7.5 including training materials
- Successfully managed project to create a bespoke telephony web application, used to manage telephony assets and extract billing information by user/department for cost allocation to departments
- Managed upgrade of bespoke project forecasting applications to work under both Microsoft XP and NT in preparation for company-wide migration to Windows XP

2001 – 2003 **ABAP Developer** **Amey PLC, Oxford**
Senior developer leading team of developers implementing SAP.
- Developed SAP programs/reports using the SAP programming language (ABAP)
- Implemented service packs and fixes via OSS notes to maintain the application
- Provided production support
- Estimated development times
- Prioritising tasks and delegating workload
- Performed annual staff appraisals
- Provided technical assistance in interview and selection process for new developers

1999 – 2001 **Developer** **Comax, Gosport**
Managed the development team and developed bespoke applications using Microsoft Access and Visual Basic 6.
- All projects completed within all time, cost and quality and fully documented to ISO9000 standards
- Succeeded in winning further business from satisfied customers, both internal and external
- Identified as having outstanding potential and won a place on the company's Accelerated Training Program

1997 – 1999 **Developer** **Dstl, Portsmouth**
Oracle Developer
- Supported the corporate computer system written in Oracle 7 utilising Forms 4.5 and Reports 2.5
- Sought solutions to any user queries logged via the helpdesk

1996 – 1997 **Finance Helpdesk** **Dstl, Portsmouth**
- Logged user finance, computer and system queries, and where possible provided immediate solutions
- Conceived, designed, built and administered a database to provide corporate system access to all users
- Wrote user guidelines for all systems within area for successful IS9000 accreditation

1976 – 1996 **Retail** **Hampshire, Surrey, Berkshire**
Various positions in the retail sector, mainly in store management
- Managed teams of up to 20 people
- Successfully trained and developed staff to management level
- Consistently exceeded sales targets whilst controlling expenses
- Won 3 national company sales competitions (approximately 350 branches)

Personal
Full, clean driving licence.

References available on request.