

Nick Myers

Profile

- Accredited PRINCE2 Practitioner with over ten years experience leading and managing parallel multiple £m projects to deliver IT solutions to meet business objectives. Primarily these solutions encompass Enterprise Content Management solutions, encompassing e-learning, document and records management, case management, process management, web content management (Inter/extra/intranet) and e-commerce solutions to large public and private sector organisations.
- Strong leadership, interpersonal skills, and excellent adaptability to client and supplier environments.
- Strong technology awareness covering Web Content, Document and Records Management, Internet, networking, desktop, browser, server and security technologies.
- Strong development awareness covering software development principles, configuration management, agile methods, application lifecycle management principles, integrated requirements, issue and test management.
- High degree of multi-discipline experience, encompassing business analysis, business process design, software engineering, people and financial management, service management and delivery and project and programme management.

Technology experience

Vignette Application Portal 7.3 and 7.4, Vignette Content Management 7.2 and 7.5, BEA WebLogic Application Server, IIS, Apache HTTPD, MS SQL Server, Oracle 9 RDBMS, Windows 2003 Server, Solaris 9, MS Active Directory, Single Sign On, XHTML/CSS/JavaScript.

Employment history

Senior Project Manager for Morse, London (July 2007 to date)



Client: Home Office – Intranet Redevelopment Project

Lead and managed a large cross functional client and supplier team to deliver the Vignette Portal and Content Management platforms to the Home Office to provide the new personalised Horizon Intranet to Home Office, UK Borders and Criminal Records Bureau staff. Project required full lifecycle of systems development and implementation with substantial change management to bring users into new business processes and procedures.

- **Project profile:** Multiple £m budget, delivery of enterprise-scale eForms, CMS, Search and Portal technology to over 21,000 users.
- **Direct responsibilities:** Budget and financial management, change management planning and implementation, stakeholder relationship and expectation management, quality assurance and management, resource planning and management (including working with programme director to avoid cross-project resource contention), communications and reporting, management of change control, provide leadership to project teams, issue and risk management, evaluation and recommendation of technical options to client, project planning and control.
- **Indirect responsibilities:** leadership and mentoring of project team, requirements management, business analysis, business process testing, system and data analysis, assisting with user experience and visual design related issues, comprehension of technical integration with security and directory services, understanding of GSi requirements.

Client: Home Office – Intranet Redevelopment Project

Seconded to the client team to work with key business stakeholders to identify and resolve major issues through working with multiple suppliers to the project.

The issues pertained to key business stakeholders, technical architecture and approach, solution scope and approach, supplier relationships, and contractual matters.

The project issues were resolved successfully during the engagement and the project was planned, baselined and resourced to continue to completion. Through my success in resolving these issues, the client requested that I take over full responsibility for the project, and assume the role of project manager.

Client: BAA – Implementation and rollout of new website for BAA Airports

Delivered the redesigned web presence for the seven BAA Airport websites, undertaking responsibility for all stages from liaising with design agency to agree sign off and production of markup for implementation in the Vignette Portal, through to deployment to production environments and operational transition. Project required substantial quality assurance to ensure the service provided to customers via the websites would not be interrupted.

Project delivered on time and on budget in challenging organisational conditions, including continuous change of client Project and Programme Managers, power struggles with operational and technical departments and client project team turnover.

- **Project profile:** £m budget, direct team of 8 people, management of 3 sub-contractors.
- **Direct responsibilities:** Budget and financial management, stakeholder relationship and expectation management, quality assurance and management, resource planning and management (including working with programme director to avoid cross-project conflict), communications and reporting, management of change control, provide leadership to project teams, issue and risk management,
- **Indirect responsibilities:** Mentoring of junior project team members, performance management.

Professional Services Manager, Hyperwave (April 2006 to July 2007)



Responsible for provision of Professional Services (project management, business analysis, software development, systems implementation and support) to Hyperwave Knowledge Management customers.

Customers include: York Hospitals NHS Trust, St Albans District Council, Hertfordshire County Council, Royal Borough of Windsor and Maidenhead Council, Gallaher Group, Imperial Tobacco.

Undertook both professional services management and project management responsibilities for all engagements with new and existing customers.

Project Manager, Stellent EMEA (now Oracle) (September 2005 to April 2006)



Responsible for management and delivery of projects for Stellent UCM customers, delivery of pre-sales planning and estimation, and establishment of solution-led philosophy with customers.

Successful customer projects included: Vodafone, DWP, and HMC&E.

Project Manager, TOWER Software EMEA (now HP) (December 2004 to September 2005)



Responsible for full lifecycle project management for TOWER Software TRIM Context customers, including delivery of pre-sales planning and estimation, and full responsibility for project delivery.

Successful customer projects included: DTI, Ordnance Survey, HSE.

Created a full lifecycle methodology tailored to best practices learned from previous projects by the TOWER Software consulting team, encompassing all aspects of project management, product implementation, business consulting and education services.

IT Project Leader, Gallaher Ltd (now Japan Tobacco) (August 2002 to December 2004)



Responsible for full lifecycle project management including product selection, business case development and budget authorisation through to benefits realisation for the implementation and roll-out of new group-wide Intranet for Gallaher, a FTSE 100 manufacturing company.

IT Project Leader, Met Office (March 2000 to August 2002)



Responsible for full lifecycle project management of bespoke software development providing new e-commerce solutions for the commercial division of the Met Office, including recruitment of full development and technical support teams.

Previous roles

Previous roles between June 1997 and March 2000 include: Web Project Manager for Coral Eurobet, E-commerce consultant for Sphinx CST, Regional Helpdesk Manager for Royal Mail IT Services, Desktop Support Manager for Amari Plastics, Senior Software Support Technician for Albany Software.

Qualifications and training

Professional qualifications and training	Authority / Organisation	Date
PRINCE2 Foundation and Practitioner	APM Group / SPOCE	May 2005
Negotiating Skills	Parity Training	August 2004
Presentation Skills	Parity Training	November 2003
Facilitation Skills	Parity Training	July 2003
Time Management	Parity Training	July 2003
DSDM Foundation	Parity Training	May 2003
AIIM ECM Practitioner	AIIM	March 2003
Risk Management	Parity Training	November 2002
Advanced Microsoft Project	Reed Learning	April 2002
Essential Management Skills	Inhouse Training	July 2001

Planned: MSP Advanced Practitioner, MoR Practitioner, ISEB Advanced Programme and Project Support Office.

Technical training		
HP Quality Centre Test Management	Website Usability and Accessibility	Web Standards (XHTML, CSS, JavaScript)
Microsoft Windows Desktop Support	Java Programming Fundamentals	Microsoft SQL Server 2000/2005
Hyperwave Knowledge Management Suite Administration	Stellent WCM Foundation	Vignette Portal Foundation
SCO Unix System Administration	TOWER Software TRIM Context	Apache Server Foundation
PHP Development	Drupal CMS	Alfresco CMS Foundation

Education qualifications	Place of study	Date
BTEC HND in Business Information Systems and Technology	Farnborough College of Technology, Farnborough, Hampshire	July 1997
'A' Level GCEs in English Language, English Literature and Computer	France Hill 6 th Form, Camberley, Surrey	July 1995

Science

BTEC National Diplomas in Business Studies and Information Technology	France Hill 6 th Form, Camberley, Surrey	July 1994
9 GCSEs including Maths, English, Double Science, Design and Technology, Art and Geography	France Hill Secondary School, Camberley, Surrey	July 1993

Personal details

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Security clearance:	BS and CTC Level (Granted by the Home Office, Aug 2008)
Nationality:	British
Date of birth:	Removed from online version, available on request.
Professional bodies:	APM Member, BCS Member, AIIM Member
References:	Available on request

Testimonials

“I worked with Nick on a major web site redesign. Despite inheriting almost impossible deadlines Nick, and the team he led, pulled off a very impressive delivery. Those that know Nick will not be surprised by such achievement. He combines very impressive technical credentials, with a strong "GTD" organisational mindset and superb interpersonal skills. His calm confidence and highly pragmatic approach deliver results ... the ultimate accolade for an IT professional.” – **Andrew Williams, Programme Manager, BAA**

“Nick is one of those rare beasts - a Project Manager who can handle the technical team and client relationships. He is always calm and polite and will never let you down.” – **Andrew Bale, Client Director, Morse**

“I worked with Nick on a number of projects for Morse clients. Nick has some of the best interpersonal skills I've seen in a project manager, his ability to manage not only his own team but the client expectations and requirements, whilst making sure that the project delivers what the client needs and wants on schedule and budget, is beyond compare. He also has an amazing ability to remain composed and completely professional in extremely pressurised situations. He is an exceptional project manager and someone I would recommend without hesitation.” – **Nick Walton, Head of Quality Assurance, Morse**