

# Andrew Williams MBCS

Derby, Derbyshire

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## Business Systems Analyst / Project Manager

*Multifaceted technical career with 25-year track record of innovation and success*

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An articulate results-focused professional with solid history of facilitating business development across a variety of industries and technologies, leveraging highly developed technical competencies, project management, and creative problem solving skills; able to direct multiple tasks effectively and readily master innovative software and tools. Highly personable with outstanding interpersonal and communication strengths, able to converse across all levels of business, managing relationships with vendors, suppliers, and clients.

*Full Software Development Lifecycle (SDLS) / Project Management / Effective Solutions Discovery  
User Training & Support / Troubleshooting & Issue Resolution*

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### TECHNICAL PROFICIENCIES

**Platforms:** Windows Server 2000/2003, Linux, Mac OSX

**Development:** Java, C# / C#.NET, VB.NET, Visual Basic 5.0/6.0, VBA, COBOL

**Database:** MS Access, MS SQL Server 2005-2015

**Web / Networking:** HTML, DHTML, XML, Javascript, VBScript, ASP.NET, Web Services

**ERP:** System 21 (JBA), Sage Line (500), Sales Logix

**Software Expertise:** Microsoft Office Suite (200-2015), Visio, Crystal Reports, QlikView Reports, DTS, SSIS, Team Foundation Server

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### PROFESSIONAL EXPERIENCE

**Business Development Analyst** (11/2007 – Present)

Deb Group Ltd.

Demonstrated progressive roles and responsibilities in support of Deb Group functional business units, incorporating Sales & Marketing, Manufacturing, Supply Chain, Finance, Logistics, and IT Operations.

Orchestrated technical support for critical Production and Warehouse Management systems through creative problem solving, escalation and tracking with third-party vendors and across internal/external IT teams, and facilitated business process re-engineering in line with business strategy and company objectives. Championed the selection of software services and products, managing supply contract negotiation and on-going interactions with vendors. Regularly provided out-of-hours support for ensured continuity of service with minimal business disruption.

Played a pivotal role across project competencies incorporating planning, risk management, quality assurance, financial management, and project reporting. Facilitated risk and problem remediation using expertise to steer outcomes in line with project objectives and mitigate impact to project deliverable and timescales. Developed reporting and data extraction tools to assist with implementation of project governance and cost reduction.

Regularly participated in software development projects, providing critical business analyst skills in translating business requirements to functional specifications, and facilitated the development of

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prototypes. Readily familiar with evolving technology trends and software development methodologies, and able to identify and apply appropriate techniques in support of project and system objectives.

## **Key Achievements:**

- Increased functional efficiencies and reduced operational costs through spearheading development of numerous new and improved interfaces, such as:
  - Improved accuracy of stock control through the development of a new bespoke interface between Production Control Systems (Datastor) and the ERP System (Sage Line 500) using VB and SQL.
  - Dramatically reduced time and cost to process export orders through the development of an EDI System for our third party 3PL (K&N) to transfer export manifests across distributions hubs with the UK and associated Overland Network.
  - Developed an ASP.net/SQL based system to process manufactured products from the production lines into the ERP system, including an interface to a third party WMS system (defacto).
- Championed full project management lifecycle using a combination of tradition (Waterfall) and modern (Agile/SCRUM) methodologies to deliver large scale platforms and migrations, such as:
  - Rollout of a new WMS System across the UK Warehouse and 3PL.
  - Analysis and preparation for migration to SAP, incorporating application strategy, risk assessment, cost-benefit analysis, and milestone planning.

## **IT Operations Manager (12/1999– 3/2007)**

Abru Limited

Responsible for IT systems and processes spanning an array of technologies in supporting day to day IT operations and delivery of system enhancements to support operational excellence and improved End User Quality of Service.

Managing a team of 35 to facilitate procurement, installation, maintenance, and on-going support of all hardware, software, peripheral devices and networking capabilities (LAN/WAN/WI-FI) across the organisation. Oversight of incident and change management processes, ensuring effective and timely issue identification, remediation, and subsequent mitigating actions to avoid reoccurrence. Proposed system enhancements and aided with strategic decision making to support business direction and alignment of technology with company objectives.

Provided critical input to budget preparation and tracking, and negotiated costing's and contracts with suppliers encompassing consumables, investment in new hardware and technologies, and opportunities to introduce new tools to improve efficiencies.

Championed the development of intellectual property, including operating procedures, troubleshooting guides, standardised builds, disaster recovery plans, and backup procedures. Mentored junior team members in support of their technological and developmental needs. Performed regular appraisals of performance with a dynamic approach to setting objectives and priorities to meet evolving business needs.

## **Key Achievements:**

- Successfully defined and implemented the outsourcing of Disaster Recovery and IT Managed Services, significantly reducing costs by > 20% whilst maintaining quality of service measured through volume and turnaround time of system outages and compliance with recovery time objectives.

- Project managed the implementation of an ERP system migration to the System 21 solution, delivering within critical timescales to budget, with minimal disruption to business functions.
  - Championed the selection and adoption of IQ Objects; a business intelligence tool for improved MIS reporting capabilities.
  - Implemented a WAN upgrade across the organisation, increasing bandwidth and resiliency whilst reducing hardware and support costs.
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## **EDUCATION AND TRAINING**

**Higher National Diploma, Computer Studies (1990)**  
Manchester Polytechnic, Manchester, UK

### ***Associations & Memberships***

British Computer Society – Professional Membership (2006)

### ***Professional Development***

Diploma in Business Management & Entrepreneurship (expected 2019)  
British Computer Society – Chartered IT Professional (expected 2017)