

PROFILE

A versatile professional with extensive experience working in a variety of Training, Project and Change environments and business arenas across the public and private sectors focusing on implementation and transformation based projects, delivering high-quality solutions in software implementation, configuration, project delivery, and staff training whilst combining strong technical knowledge and with a background in consultancy across programs worth up to £42m.

With a career spanning the Police Force, NHS, MoJ, College of Policing and private sector, I am known for my adaptability, communication skills and commitment to excellence and ensure organisations stay compliant, informed and equipped to manage transformation effectively in complex, multi-sector environments and bring a wealth of experience and a results-driven mindset that adds value to any team.

CORE SKILLS

- Prince2 Project Coordination and Management
- Electronic Patient record (EPR) Implementation & Transition
- Dynamics 365 CRM configuration, training, adoption and user support
- Product Backlog Management and Prioritisation using techniques like MoSCoW
- Instructional design and applying frameworks such as ADDIE, PRINCE2 and ADKAR.
- Digital Learning Design such as video training tutorials using Camtasia, Adobe Captivate and Articulate 360
- Stakeholder Engagement and Change Management
- Business Process Mapping and Needs Analysis
- Requirements Gathering and User Story Definition focusing on Agile methodologies (Swim lanes)
- Documentation SOPs, Process Maps, RAID, User Guides, Training Plans
- UAT Planning, Coordination and Execution
- Cross-sector experience with the NHS, Police, Higher Education, Banking and Manufacturing
- Held Security clearance at SC/MV/NVVP and BPSS levels

KEY ACHIEVEMENTS

- **Dynamics 365 CRM Implementation – Barratt Redrow (2024):** Delivered end-user training and support for a customised Dynamics 365 CRM platform, producing lesson plans, quick reference guides and video tutorials. Provided hypercare support to sales teams via online, workshops/drop-in centres ensuring smooth adoption.
- **Process and Knowledge Base Transformation – Solent University:** Managed team of 6 analysts and 1 developer for student record system support. Streamlined change request process using JIRA, chaired CAB meetings and restructured and optimised Confluence knowledge base which updated over 25% of content.
- **ERP/MRP System Deployment – Lincoln and York Ltd:** Defined and documented 8 core change request processes to support ERP/MRP implementation and managed RFC's within backlog to ensure alignment with project goals.
- **Cross-Sector Change Management - VARIOUS:** Led change initiatives across NHS, policing, and higher education, delivering measurable gains including 80% productivity improvement for EMRAD and a 55% improvement in police response times during COVID through digital service redesign and 114% response to a Training Officer video marketing and recruitment campaign.
- **Training Planner - Sheffield Teaching Hospital:** As Training Lead, created a new system which streamlined the ability for staff to find the nominated training locations which improved time and training efficiencies of 62%.
- **Rotherham General Hospital:**
 - **Training role:** Developed and delivered the Componentization of 14 Meditech patient management software training modules; Structured User Acceptance Testing (UAT) requirements using Needs Analysis methodologies.
 - **Project Management role:** With a budget of £1.8m, successfully upgraded 2500 items of IT hardware kit in support of a £42m patient management system; Corrected label printer issues which involved time critical communications and work scheduling collaborating internal stakeholders and external contractors; Implemented better network modifications for out-patients dept.
- **User Testing For Software Adoption – CSC:** Directed end-to-end UAT for critical NHS systems, coordinating a continuous 36-hour test cycle across 129 servers for 70,000+ users, using frontend and backend support methodologies to ensure seamless approval and deployment.

PROFESSIONAL EXPERIENCE**IT Trainer – Microsoft Dynamics 365 CRM***Barratt Redrow (Contract) | Oct 2024 – Dec 2024*

- Delivered training for customised Dynamics 365 CRM platform.
- Created training and adoption materials (video tutorials with Camtasia, quick guides).
- Provided hypercare support post-implementation.

Student System Training Manager*Solent University (Contract) | Aug 2023 – Mar 2024*

- Led system support and change management backlog for 'SITS' student record system.
- Chaired CAB meetings; triaged and prioritised change requests.
- Restructured knowledge base in Confluence which boosted usability.

Application/Technical Trainer*Medilogik Ltd (Contract) | Dec 2022 – Mar 2023*

- Developed bite-sized digital training tutorials for bespoke Endoscopy software.
- Updated and improved user guides and storyboards for improved adoption.

Project Co-ordinator – ERP/MRP Implementation*Lincoln and York Ltd (Contract) | Aug 2022 – Dec 2022*

- Designed key workflow processes to track and manage ERP/MRP change requests.

Education and Development Officer*NHS Digital (Contract) | Sept 2021 – May 2022*

- Designed and delivered blended learning for NHS digital product adoption.

Project Improvement Support Officer*College of Policing (Contract) | Jan 2021 – Aug 2021*

- Redefined change processes to improve recruitment workflows.

Digital Content Creator*North Yorkshire Police (Contract) | Nov 2019 – Oct 2020*

- Created 150+ guides and video tutorials
- Designed recruitment campaign using video marketing which exceeded targets by 114%.

Earlier career includes IT training, project support, and change roles in NHS trusts, banking, higher education, manufacturing, and public sector organisations.

QUALIFICATIONS

- PRINCE2 Project Management Foundation (License P2R/761228)
- Diploma in Change Management (License AC-849-6998476)
- Institute Certified Training Practitioner accreditation (77623)

TECHNOLOGY & TOOLS

- Dynamics 365 CRM
- Electronic Patient Record Systems such as Lorenzo, iSoft, Meditech,
- Microsoft 365 Suite (Teams, Word, Excel, PowerPoint, Planner, OneNote, Forms and Project)
- JIRA / Trello / Confluence
- Camtasia / Adobe Captivate / Articulate 360
- SharePoint (Basic)
- ClearQuest / Remedy
- Other bespoke specialist software relevant to industries worked.

EXPERIENCE NOTE – In depth career experience is available on request or via my LinkedIn profile.