

## **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 staff training, software implementation, configuration and project delivery 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, local Government, Education, Utilities 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**

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

## **KEY ACHIEVEMENTS**

- **Microsoft Dynamics 365 CRM & SAP S4 HANA – Yorkshire Water (2025):** Created full Training Needs Development Plan which enabled complete real-time monitoring of training requirements planning activities and management information supporting a compliment of over 1800 staff for the program.
- **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 hyper care 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**

<b>Systems Trainer – Microsoft Dynamics 365 CRM &amp; SAP S4 HANA</b> <i>Yorkshire Water(Contract)   Nov 2025 – January 2026</i> <ul style="list-style-type: none"> <li>Using the ADDIE model, analysing, designing and developing training requirements and support materials.</li> <li>Designed and developed full real-time reporting processes and documentation.</li> <li>Deliver training for customised Dynamics 365 CRM &amp; SAP S4 Hana platform across 1800 staff.</li> <li>Extensive collaboration with key stakeholders.</li> </ul>
<b>IT Trainer – Microsoft Dynamics 365 CRM</b> <i>Barratt Redrow (Contract)   Oct 2024 – Dec 2024</i> <ul style="list-style-type: none"> <li>Delivered training for customised Dynamics 365 CRM platform.</li> <li>Created training and adoption materials (video tutorials with Camtasia, quick guides).</li> <li>Provided hyper care support post-implementation.</li> </ul>
<b>Student System Training Manager</b> <i>Solent University (Contract)   Aug 2023 – Mar 2024</i> <ul style="list-style-type: none"> <li>Led system support and change management backlog for 'SITS' student record system.</li> <li>Chaired CAB meetings; triaged and prioritised change requests.</li> <li>Restructured knowledge base in Confluence which boosted usability.</li> </ul>
<b>Application/Technical Trainer</b> <i>Medilogik Ltd (Contract)   Dec 2022 – Mar 2023</i> <ul style="list-style-type: none"> <li>Developed bite-sized digital training tutorials for bespoke Endoscopy software.</li> <li>Updated and improved user guides and storyboards for improved adoption.</li> </ul>
<b>Project Co-ordinator – ERP/MRP Implementation</b> <i>Lincoln and York Ltd (Contract)   Aug 2022 – Dec 2022</i> <ul style="list-style-type: none"> <li>Designed key workflow processes to track and manage ERP/MRP change requests.</li> </ul>
<b>Education and Development Officer</b> <i>NHS Digital (Contract)   Sept 2021 – May 2022</i> <ul style="list-style-type: none"> <li>Designed and delivered blended learning for NHS digital product adoption.</li> </ul>
<b>Project Improvement Support Officer</b> <i>College of Policing (Contract)   Jan 2021 – Aug 2021</i> <ul style="list-style-type: none"> <li>Redefined change processes to improve recruitment workflows.</li> </ul>
<b>Digital Content Creator</b> <i>North Yorkshire Police (Contract)   Nov 2019 – Oct 2020</i> <ul style="list-style-type: none"> <li>Created 150+ guides and video tutorials</li> <li>Designed recruitment campaign using video marketing which exceeded targets by 114%.</li> </ul>

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

**QUALIFICATIONS/CERTIFICATES**

- Institute Certified Training Practitioner accreditation (77623)
- PRINCE2 Project Management Foundation (License P2R/761228)
- Diploma in Change Management (License AC-849-6998476)
- SAP ERP Essential Training - <https://lnkd.in/gR-R6fwz>
- Learning Microsoft Dynamics 365 - <https://lnkd.in/eX7WEajM>

**TECHNOLOGY & TOOLS**

- Dynamics 365 CRM (VertiGIS – Geographical Information System) & SAP S4 Hana (SSAM – SAP Service Asset Manager)
- Electronic Patient Record Systems such as Lorenzo, iSoft, Meditech,
- Microsoft 365 Suite (Teams, Word, Excel, PowerPoint, Planner, OneNote, Forms and Project)
- JIRA / Trello / Confluence / SharePoint (Basic)
- Camtasia / Adobe Captivate / Articulate 360

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