Martyn de Young

Email: martyn@deyoung.org.uk
LinkedIn: http://www.linkedin.com/in/martyndeyoung
Availability: One Month

PROFILE

Now semi-retired, experienced, effective Information Systems Project Manager and formerly certified PRINCE2 & MSP practitioner seeking a challenging role in a dynamic Information Systems or similar environment, with opportunities to deliver innovative, pragmatic solutions to support the organisation's strategic vision.

- Programme, project management, line management and customer support expertise.
- Business change, application implementation, business analysis, system testing, and software development management experience.
- Strong commitment to resolving customer-facing issues.
- Proven ability to manage resources effectively and deliver quality professional service.
- Substantial experience implementing bespoke and packaged solutions.
- MS Office, MS Project, MS Visio, and MS Sharepoint expertise.
- Excellent written and verbal communication with technical and business users at all levels.

PROFESSIONAL EXPERIENCE

Apollo Taxis   *2014 –*

Taxi Controller   Mar 2014 –
- Controlling and managing a fleet of over 30 vehicles, prioritising and despatching jobs making maximum use of available resources, providing good customer service to drivers, customers, and other stakeholders, managing call handling staff, all on a 24/7 rota.

Self-employed Private Hire Driver   Sep 2014 – Feb 2018
- Delivering customers to and from local and distant locations, throughout Kent, London and Southern England, including international airports, cruise terminals and London railway terminii.

Age UK (formerly Age Concern England)   *2005 – 2013*

IS Project Manager   Jan 2005 – Jun 2013
- Successfully managed multiple concurrent business change and application projects, with budgets up to £250,000, covering the full system development lifecycle, from systems & process analysis and requirements definition, through to implementation, including tender management & procurement, supplier selection and contract negotiation, utilising tools such as MS Project, Visio and SharePoint to deliver within scope, budget and deadlines:

  - Implemented Android tablet-based system to replace and expand existing field force automation system.
  - Facilitated distribution of Age UK Internet Radio data stream to 430 retail outlets.

- Added database tables and screens to existing *"MS Dynamics"* installation, to replace multiple spreadsheets to manage a combined property management and personal care service, introducing new working practices to all staff.
- Implemented *"Salesforce"* CRM system for a charity hosted by Age UK.
- Tailored third-party system to administer Age UK befriending service in conjunction with corporate sponsors Zurich Insurance and Prudential.
- Converted *"Gifts for Windows"* Legacy management system to *"Raiser's Edge"* CRM.
- Merged two HR/Payroll systems into a third, externally hosted system.
- Numerous investigations, system analysis, business change and due diligence exercises related to the merger of Age Concern and Help the Aged.
- Converted 22 payrolls from in-house supported bureau facility to fully managed external service, with a new supplier, within budget and to very tight deadlines.
- Replaced a LAN-based training course administration system with a WAN-based integrated CRM application, INTEGRA.

Charities Aid Foundation, West Malling, Kent   1997 – 2004

Business Analyst   Sep 2003 – Mar 2004
- Analysed, redefined and documented over 250 business processes in preparation for the deployment of CRM back-office systems, using Rational URM analysis tools.

(Senior) Team Leader   Jan 2000 – Aug 2003
- Team Leader - promoted to Senior Team Leader, October 2000
- Customer support management for 350 users, line-managing a team of five.
- Implemented new Incident Management System – *"HEAT"* to improve control and monitoring of incidents against documented SLAs within business departments.
- Drafted and negotiated implementation of internal SLAs for several CAF departments.
- Planned and implemented scheduled release of bespoke and package software.
- Introduced procedures including project handover, scheduled releases, timesheets.
- Planned and managed bespoke development of RPG and ancillary systems.

Project Leader   Oct 1997 – Dec 1999
- Specified requirements for a major phase of a three-year project to convert legacy systems (including COBOL, Oracle, FoxPro, and Access) into a single system centred on an IBM AS400 platform and the *"Equation3"* banking package. Implemented Equation3 in two departments.

Systems Analyst   Mar 1997 – Sep 1997
- Successfully delivered online web registration system within time and budget.
- Reversed failing project to publish a CD-ROM publication: "Grantseeker – Directory of Trusts".

Minster Insurance, ACCO Europe, Marley Roof Tile, and Mid Kent Water.   1982 – 1997

- Various COBOL programmer, analyst, UNIX system administration, business analysis, project management and related roles in manufacturing, finance, and utility sectors.

QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

- APMG PRINCE2 Foundation and Practitioner   *2013*
- APMG MSP Foundation and Practitioner   *2012*
- MS Project, MS Visio, MS Sharepoint, Salesforce, Raisers' Edge   **2004/10**
- Project Management, First year of a Foundation MBA   *1992/93*
- BEC HND in Business Studies   *1979/81*
- Nine 'O' Levels, four 'A' Levels   *1969/76*

PERSONAL INTERESTS

- Grandparenting
- School Governor (21 years)
- Amateur Radio
- Involved in a project to resurrect a Victorian narrow-gauge railway in North Devon
- Involved in a project to build a new steam locomotive for the above railway
- Website development & maintenance, and social media management for the above railway projects.