

# Martyn de Young

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## PROFILE

Experienced, effective Information Systems Project Manager and 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.

## KEY SKILLS

- Programme, project, 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.
- Good written and verbal communication with technical and business users at all levels.
- Enhanced DBS Certified, June 2014

## PROFESSIONAL EXPERIENCE

### ***Freelance webmaster***

**2013 – 2014**

- Developed and maintained several websites using hand-coded HTML, PHP, and Drupal; self-funded Adobe Creative Suite web design course.

### ***Age UK (formerly Age Concern England)***

**2005 – 2013**

#### **IS Project Manager**

- 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**

- 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**

- Team Leader - promoted to Senior Team Leader,
- 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**

- Specified requirements for a major phase of a three-year project to convert legacy systems (including COBOL, Oracle, FoxPro, and Access) into a single IBM AS400 platform and “Equation3” banking package. Implemented in two departments.

**Systems Analyst**

- Successfully delivered online web registration system within time and budget.
- Reversed failing project to publish a CD-ROM publication: “Grantseeker”.

**Minster Insurance, ACCO Europe, Marley Roof Tile, and Mid Kent Water**

**1982 – 1997**

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

**QUALIFICATIONS & PROFESSIONAL DEVELOPMENT**

- Web designer online training: Adobe CS6, HTML & Java **2014**
- 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**

School Governor (20 years) • Amateur Radio • Heritage Railway Restoration.

*References available on request*