

Richard Allen

IT BUSINESS MANAGER

Profile

IT Analyst with 23 years international experience in systems development & management and business support roles across a broad range of business environments.

Contact

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Skill Summary

Information Technology Infrastructure

Requirements Analysis
Systems Architecture Design
Multi-Site Hardware & Software Deployment
Problem Analysis and Resolution
Documentation of Systems and Practices
Performance Analysis
RFID Tracking

Application Development & Support

Requirements Gathering
Functional Specifications
Project Management
Process Automation
Small application development (VB.NET)
Scripting (VB Script, Python)
Website development (Python, Django, Wagtail)

Management

Board reporting
Departmental Head and Team Leadership
Employee Mentoring
Vendor Management
Dispute Resolution
Client Relationship Management

Sectors

Banking/Finance
Tourism
Engineering
Local Government
NGO
Education
Media
Telecomms
Health
Oil & Gas

Languages

English – Native speaker
Spanish – A2/B1 with the aim to reach fluency.

INTRODUCTION

Starting out with a scientific background, I spent 17 years as an IT contractor and consultant in the United Kingdom, New Zealand, and Australia, working across a broad range of disciplines and environments before joining the Skyline Group for 6 years to build their IT infrastructure and strategies from the ground up.

In 2016, I decided to take a sabbatical from IT to travel the world while remotely managing a tourism business in New Zealand. As with everything else, last year brought a change of direction. I'm currently settled close to Barcelona, looking forward to resuming my career and taking up new challenges.

My current projects include studying Python for data analysis and web development, building websites for startups using Django & the Wagtail CMS. Concurrently, I'm studying Spanish, currently at A2/B1 with the aim to reach fluency.

I'm a citizen of UK and New Zealand and hold Spanish residency.

PERSONAL SKILLS

Proven ability to understand and act on client requirements: working in unfamiliar business situations to understand objectives and factors involved, designing a solution, and acting on client feedback to deliver the final product.

Competent in designing highly usable and robust solutions and to undertake detailed investigation to find resolutions to unusual problems.

Scientific education and technical backgrounds have developed excellent analytical and problem-solving methodologies.

Ability to pick up new concepts and begin executing unsupervised at once. Confidence to undertake all necessary study and research in order to acquire additional skills in a short space of time.

Ability to work independently and undertake tasks on a pro-active basis and to manage these on a time-effective basis.

WORK HISTORY

IT Business Manager

2010 – 2016

Skyline Enterprises Ltd., Queenstown, New Zealand

The Skyline Group is a tourism-focused network of enterprises founded in New Zealand with locations in Singapore, Canada, and South Korea. My objective was to establish an IT department and create a cohesive strategy and set of policies and procedures across previously unmanaged and disparate sites where there had been little focus on IT infrastructure.

Skyline operations frequently featured challenging surroundings in isolated and difficult-to-reach locations that need creative solutions.

- Overhauled all systems across multiple sites in New Zealand and overseas to bring into standardised architecture. Brought in new sites from acquired companies, refitted to meet group policies and standards. Analysed architecture design, scoping, implementation, testing and deployment needs to define project requirements & costs. Led infrastructure & software projects, including defining scope, managing milestones and maintaining strong relationships with all stakeholders.
- Designed and implemented greenfield sites overseas in difficult environments, and established the pattern for constructing infrastructure for future locations.
- Lead role in on-going network design, re-evaluation and optimization to keep pace with company growth.
- Interviewed, trained & mentored IT staff by coaching, leading performance reviews and offering constructive feedback.

- Prepared and maintained frequent system assessment and evaluation documentation, as well as reporting on progress and strategic proposals to the CEO and board of directors.
- Design and deployment of an automated photography system using remote cameras and custom laser triggers. In-house software design and deployment to integrate with sales software. Skyline's photographic system grew into a multi-million dollar revenue stream.
- Extensive research into RFID tracking to monitor engineering asset usage for maintenance and fault auditing requirements. Liaise with engineering managers across sites to scope requirements. Testing and implementation of physical systems with existing inhouse software, scope and conceptual design for rewrite of asset management to fulfill safety regulatory criteria.

CONTRACTING SUMMARY

Business Analyst / Developer

2006 – 2010

Transfield Services, Christchurch, New Zealand

Working with the largest electricity carrier in New Zealand's South Island, this role was to analyse and resolve issues with their in-house grid maintenance auditing software. Presented case for developing business intelligence and resource/workflow management solution to unify all processes under one system. Conceptual design of application, working database schema and GUI mock ups to support case.

EduAction, London, UK

Contract to work with a large London educational service provider on their resource management and billing software. Identify and resolve logic errors, automate and streamline processes and bring in line with business practices.

Save The Children UK, London, UK

Full lifecycle of a budget planning tool, from concept to deployment, designed to enable the organisation to readily identify and analyse critical areas of planned expenditure and funding gaps across the globe, both in the field and at all levels of the hierarchical structure. Designed to function within technical constraints where limited technology and connectivity in remote offices, as well as cross-language and cultural obstacles, were important considerations.

Applications Support / Technical Analyst

2000 – 2004

Credit Suisse First Boston, London, UK

Provided support to the Application Packaging and Deployment & Global Engineering departments. Designed and wrote analysis and automation tools to improve group efficiency and productivity, as well as improving existing in-house software, testing and upgrading live trading applications.

Transworld International Interactive (TWii / sports.com), London, UK

Supplied key analysis and technical support to maintain integrity and future viability of services for international Internet media company providing design and managed web-hosting services to major global sporting sites.

Business Analyst

1999 – 2000

American Express International, Sydney, Australia

Contract to analyse and validate enterprise-wide cost saving initiatives for the 2000/2001 Asia-Pacific Merchant Profitability Programme. Built cost benefit analysis models for each project in consultation with re-engineering project managers from around the region to gain thorough understanding of all initiatives. Reported to the international finance teams in Hong Kong and London.

2nd & 3rd Level Systems Engineer

1994 – 1999

Vodafone Pty Ltd., Sydney, Australia

Fujitsu, Wellington, New Zealand

Wandsworth Borough Council (for ITNet UK Ltd.), London, UK

Société Generale Strauss Turnbull Securities Ltd., London, UK

Business & Technology Education Council, London, UK

Contracts to supply 2nd and 3rd level support and administration in a variety of environments (VAX, UNIX & NT) at corporate and client sites. Review of systems and procedures to achieve greater stability and reduction in outstanding faults. Project management on client and server rollouts.

Developer – Royal National Throat, Nose & Ear Hospital, London, UK

Processing Geophysicist – Geoteam Ltd., Aberdeen, UK

EDUCATION

Bachelor of Science (Geophysics) - Victoria University of Wellington, New Zealand.

LANGUAGES

English – Native speaker

Spanish – A2/B1 with the aim to reach fluency.

INTERESTS

Published Photographer:

Published in numerous travel magazines & news sites. Previous exhibition of images of the Kuna Yala people in Panama's BioMuseo. IG rich_on_travels.

Outdoor Enthusiast:

Accomplished hiker. Completed many long-distance solo-hikes around the world including traversing the Pyrenees from the Mediterranean to Atlantic, hiking the wilderness areas along the deserted south-eastern coastline of Greenland and hiking to and around Everest Base Camp and west from Langtang along the Himalayas for 1000km.

Experienced diver, qualified to Assistant Instructor level. Taught diving in Honduras specialising in mentoring students with phobia of water, guiding them past their fears to become confident divers. This was an aspect I found particularly fulfilling.

Other outdoor interests include cross-country biking (highlight being cycling around Iceland) and snowboarding.

Experienced Traveller:

Travelled to all continents to fulfil passion to explore the world's diverse environments and experience first-hand many of the cultures to be found there. Overland trips include Hong Kong to Scotland via Mongolia, London to Cape Town, Alaska to Antarctica, China to Nordkapp via India & the Silk Road.