

## JOE MOLLOY

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**A SENIOR IT SPECIALIST, able to work at all levels within an organisation and with an exceptional understanding of the technical landscape. A LATERAL THINKER with a proven track record of delivering full life cycle solutions, on time and on budget, that add BUSINESS VALUE.**

### TECHNICAL SKILLS

IOS, Android, Phonegap, Objective-C, ASP, .NET, PHP, C#, VB, VBA, SQL, ADO, JSP, XML, JSON, JavaScript, Ajax, Soap/Restful Web services and Actionscript.

### EMPLOYMENT

#### 2011-2013 **Project Delivery Director - Early Adopter Ltd**

*Software & Services provider*

- Selected as trusted expert for CDI Apps for Good Award Winners 2012
  - Coordinated and successfully delivered seven different apps from different developers for the December launch at the BT Tower (<http://bit.ly/AFGABT>) for sponsors such as Barclaycard/TfL, Dell & Nominet
- Provided Full Lifecycle design & delivery of the IOS & Android App “Zappd”
  - Pivotal in helping the client overcome many technical challenges to realise their business objectives
- Coordinated and Delivered the Upskill People LMS upgrade
  - Architected and optimised a solution to allow the use of SCORM 1.2 & 2004 with this proprietary system to enable a big business win
  - Managed and proactively supported the three suppliers to a successful go-live

#### 2010-2011 **Engagement Manager – Sumtotal Systems Ltd**

*Talent Management Software provider – T/O £82m, 1000 employees*

Stepped in to manage several key customers and consolidate local PMO functions

- Turned around this challenging project with a tough customer (Dunnhumby) and a tight deadline run across several countries
- Coordinated and successfully delivered the next phase of a highly customised service for Unilever, with Accenture acting as a Partner
- Consolidated all on going EMEA projects with realistic timelines
- Helped drive the focus from local build to local consult & off shore build

#### 2009-2010 **Sales Support Manager - mBlox Ltd**

*Mobile Transaction Network provider – T/O £75m, 200 employees*

Selected to create and improve Pre Sales and Consultancy services for this SMS Aggregator

- Successfully ran the IBM / TfL Congestion Charge Service Migration , the companies most high profile customer implementation ever
- Expanded consultancy services offered to clients - improved the revenue generated for the IBM / TfL project by 15%
- Drove the new customer implementation process. This SMART Business Process re-engineering increased customer satisfaction and reduced new customer churn
- Initiated and implemented a standardised bid management process that reduced completion time and improved bid success. Over £9 million bid value whilst in role.
- Developed and Implemented Software Development Kits in ASP and PHP which reduced client integration time by 75%
- Devised and directed the weekly competitor business intelligence gathering exercise
- Instigated the Bid Review process to enable Executive scrutiny of on-going deals

#### 2007-2009 **Senior Consultant – Skinkers Communications Ltd**

*Software Technology provider – T/O £9million, 80 Employees*

Appointed to lead the Pre Sales Consultancy of the Live Notification System (LNP)

- Built trust relationships with client stakeholders and championed full life cycle projects to ensure they were successful. These satisfied customers included LloydsTSB, BBC / Siemens, Bank of America (MBNA) and Capital One.

- *MBNA Connect won Best Online Initiative at the Credit Card Awards 2009*
- Instigated an improvement program in Pre Sales that resulted in improved bid facilities, accurate technical documentation and enhanced marketing collateral
- Identified key product improvements that lead to Business Intelligence and ITSM clients recruitment.

“Joe is a solid, reliable and very competent pre-sales consultant. He has an excellent understanding of technology architectures and how they relate to business requirements.” - Roger Walton, VP Global Sales, Skinkers.

### **2003-2007 Group HR Technical Program Manager – Vodafone Group Services**

*Mobile telecommunications provider. T/O £30Bn, 65,000 employees.*

Tasked to ensure Technical Management of the Group HR Enterprise Systems

- Promoted, consulted & ran a Major Systems Consolidation and Integration project which resulted in significant cost savings of over £18m
- Drove the Global Learning Management System upgrade together with subsequent customisations and integrations e.g. with SAP and LDAP
- Improved Service Quality by streamlining processes and integrated services into the Central Help Desk Support systems, which resulted in improved response time & improved resolutions
- Reduced significantly time wastage by 80% through instigating a standardised course verification process

“Joe has exceptional technical abilities and managed the global LMS and eContent technical support across the Vodafone Group.” - Gordon Bull, Director Global Learning Management, Vodafone.

### **2002-2003 Technical Consultant – Axia Citizen Connect**

*Software and Services company. T/O £3m, 100 Employees*

Appointed to improve ACC’s online Continuing Professional Development (CPD) solutions

- Identified that the Royal College of Nursing’s problems with external bulletin boards could be managed by extending the current Learning Zone functionality.
- Successfully managed the Learn Direct (careersadvice.direct.gov.uk) services

### **2001-2002 Technical Consultant and Production Manager – DigitalThink**

*Pioneer of E-learning Software as a Service (Saas). T/O £5m, 200 employees*

- Took over and consolidated the UK development team and successfully integrated them into a virtual process incorporating the US and India.
- Help win, build and implement:
  - £1.3m Ministry of Defence change management solution
  - BestTreatment (BMJ Learning) courses on Breast Cancer with use of streaming video

### **1998 - 2001 Regional IT Training Manager – Parexel International Ltd**

*Parexel are a large Clinical Research Organisation. T/O £1bn, 9000 employees*

- Reduced the companies end to end process time by 25% by implemented a structured IT Training Program
- Instigated and developed the regions e-learning Intranet and course booking system.

### **1992 - 1998 Teacher of Science and ICT**

- Help to pioneer use of ICT in the classroom with the Goldsmiths University outreach program

### **QUALIFICATIONS**

Post Graduate Certificate of Education  
BSc (Hons) Applied and Industrial Biology

### **PERSONAL**

British. Married with 1 Son.

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