

JOE MOLLOY

<http://uk.linkedin.com/in/joem2go>

Mobile: 077175 12234, Home: 020 8767 1627, E-mail: josephamolloy@hotmail.co.uk

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 Manager - 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.

JOE MOLLOY

<http://uk.linkedin.com/in/joem2go>

Mobile: 077175 12234, Home: 020 8767 1627, E-mail: josephamolloy@hotmail.co.uk