**en Dixon**

Location: Swindon, Wiltshire| Mobile: 07716 319114| Email: [Bendixon1977@Outlook.Com](mailto:Bendixon1977@Outlook.Com)

**Project Manager/Microsoft Consultant/Senior Data Analyst**

Technical Project Management| Microsoft Teams and Office 365 Implementation | ERP and CRM Systems | Reporting

An experienced, innovative and highly respected **Project Manager/Microsoft Consultant/Data Analyst** with extensive experience managing and delivering multiple projects and complex activities, developing technical solutions and managing challenging implementations. A professional who has continually progressed throughout his career gaining a wealth of experience and a strong reputation across multiple sectors. Respected as a leader who works with empathy and integrity and thrives within results-orientated, pressurised environments. Able to immediately add value and successfully manage technical projects, complex data and Microsoft support as well as ERP & CRM.

**Areas of Expertise**

|  |  |  |
| --- | --- | --- |
| Technical project management | Microsoft Teams expertise | Data analysis |
| ERP/CRM system implementations | Coding in SQL and Python | Senior stakeholder engagement |
| Office 365  Complex implementation projects  Budget and financial control  Transforming failing projects  Power BI | OAT and UAT testing provision  Emerging technologies  Streamlining/enhancing reporting  processes  EUC and VBA coding, Big Data | Risk management/mitigation  Project definition and delivery  Eradicating complex issues  Producing training documentation |

**Career Achievements**

* Achieved multiple successes through career to date, delivering complex projects smoothly, including the stringent and timely rollout of NHS.Net and Microsoft Teams within 200 care homes
* Selected to deliver a large and complex IT decommissioning project on behalf of the Home Office, working collaboratively with Home Office employees and resolving challenging issues swiftly
* Repeatedly depended on to adopt control of failing projects in various sectors, including the public sector, where ability to successfully transform and recover projects has been demonstrated
* Managed the implementation of Microsoft Teams and Office 365 as well as ERP and CRM systems repeatedly and with minimum organisation disruption
* Enhanced the reporting process for organisations on numerous occasions, promptly eliminating complex issues and improving accuracy, utilising reporting analysis expertise

**Career Summary**

**M&A Project Manager – Economy Move Ltd Apr 2023 – Aug 2024**

* Project Manager for the M&A focus of the business
* Contract Management
* Supporting the family business – Economy Move Ltd
* Merger and Acquisition of smaller Removal firms into Economy Move Ltd
* Moving of domains, websites & Emails into Economy Move Ltd
* Data Analysis of M&A businesses & incorporating data into Economy Move
* Business Transformation
* Modern Workplace
* D365 Implementation

**O365/Microsoft Project Manager Jan 2023 – Mar 2023**

Spire Healthcare

Project Management & Planning Consultancy

* EUC analysis
* 3rd Party applications analysis
* Negotiating with Microsoft and 3rd party support company
* Data analysis
* Business Transformation
* Modern Workplace

**O365 Project Manager Nov 2020 – Sept 2022**

Portman Dental Limited

* Full project management of the O365 Project
* Implementation of O365 across 200+ dental practices
* Running the O365 pilot and full migration
* Managing steerco for O365 pilot and project to key stakeholders
* Management of 10 engineers
* Control of budget + £4 million
* Introduction of governance, BYOD and MDM
* Production of full budget and forecast accounts
* Single point of contact for project
* Introduction of dynamic distribution groups and reporting
* Mergers and acquisitions of new businesses for transfer of mailboxes and data as well as website
* Data analysis
* Business Transformation
* Modern Workplace

**Microsoft Teams Consultant/Support Jun 2020**

AIC (African Investment Conference)

* Successfully delivered this 6-day conference which involved coordinating and scheduling over 500 remote meetings – this had never been achieved on a remote basis previously
* Collaborated with companies and investors through outstanding communication abilities helping them invest in future investments
* Managed all activities seamlessly including training documentation preparation, provision of technical 3rd line support, comprehensive reporting provision through Zoho and project management delivery

**Microsoft Teams Consultant Apr 2020 – May 2020**

NHS – Lancashire Teaching Hospitals NHS Foundation

* Successfully managed the complex rollout of the NHS.Net email to 210 care homes throughout the Northwest, this encompassed a full Microsoft Teams rollout in concurrence
* Maintained stringent content control on behalf of care homes as well as managing stakeholders at a senior level, delivering robust training documentation and strategies, and managing all Teams data
* Ensured security and confidentiality within Microsoft Teams remained paramount

**Consultant Mar 2017 – Mar 2020**

BD Removals

* Provided significant business support and leadership input, this involved ongoing process improvements, development of key 3rd party supplier relationships, van and driver management and Office 365 implementation (including training)
* Led relocation of new warehouse premises within in the UK and Spain and introduced robust business improvements in Spain and Spanish Islands
* Coordinated route plans and loading patterns and provided stringent MI and BI reporting
* Maintained stringent account control, which included accurate production
* Managed complex activities successfully including the delivery of 1st, 2nd and 3rd line technical support, preparation of company account reports and production of payroll for the logistics team

**IT Consultant (IT Decommission Project) Mar 2018 – May 2018**

Capita (Home Office)

* Led this complex project which involved successfully managing a large IT decommission project, collaborating with the Home Office to resolve data issues and coordinating IT equipment in the UK and France
* Full effective leadership of the logistical aspect of the project for the IT toolkit
* Maintained stringent budget control, delivered key 1st, 2nd and 3rd line support and delivered comprehensive advice as the sole contact for Area Managers throughout the TUPE process

**IT Infrastructure Specialist Apr 2016 – Feb 2017**

Marlowe Plc

* Streamlined all systems, delivering multiple IT integration projects in connection with future acquisitions and enabling the groups’ achievement of all corporate objectives
* Utilised project management expertise across IT projects - this encompassed IN integration project reporting, managing key software implementations, delivering a Windows 10 deployment and managing rollouts
* Enhanced the transition from existing systems to the group strategic platform through the production of concise and detailed documentation
* Engaged with senior stakeholders during the coordination and documentation of planning and strategy meetings
* Maintained full data extraction and presentation control from existing business systems ahead of analysis and cleansing for new system implementation
* Successfully managed technical go-live support during new system launches, oversaw suppliers and licensing costs for user base expansions within migrations, also coordinated training and user support
* Played a pivotal role in reducing paper usage and enhancing performance through identifying improvement areas
* Led the key definition, performance and delivery of acquisition projects and future strategy ahead of IT integration
* Managed all additional activities seamlessly including 1st, 2nd and 3rd line support delivery, UAT and OAT testing and production of test scripts
* Business Transformation
* Modern Workplace

**Senior EUC Analyst/Delivery Manager (Office 365) May 2015 – Mar 2016**

Nationwide Building Society (Phoenix IT)

* Delivered robust leadership input involving EUC issue resolution in Office 2013, Outlook 2010 and 2013 and Office 365, managing high level stakeholders and conducting key Office 365 and IE11 testing for EUC’s and BAU
* Managed seamless report building, process map production, support delivery during an Office 365 environment changes and resolution of system issues using SQL (structured query language) and VBA (visual basic for applications) and complex pre 2010 office documents, databases and spreadsheet issues in enabling full working within a new 365 (Office 2013) environment
* Improved Office 365 knowledge amongst end users through stringent training delivery programme involving champions in each business area
* Maintained delivery management control in relation to Office 365/IE11 to large teams including finance, HR, branch systems and customer operations
* Successfully prepared the company ahead of a Windows 10 deployment, managed rollouts, resolved 3rd party vendor issues, delivered 1st, 2nd and 3rd line support, implemented Microsoft Team (0365), led 3rd Line Support Engineers, tested Office 2016 for EUC (end user computing) and BAU (business as usual), conducted UAT (user accepting testing) and OAT (operational accepting testing) and training end users
* Business Transformation
* Modern Workplace

**Manager Dec 2014 – May 2015**

BD Removals

* Managed logistics teamwork including coordinating and communicating route plans, loading patterns, MI and BI reporting, accounts control and payroll provision

**Business Insights Manager/Lead Data Analyst Jul 2014 – Nov 2014**

Companion Care/Vets 4 Pets

* Maintained leadership control, which involved managing 6 permanent and 10 contracting team members, conducting robust root cause analysis, managing business change and managing stakeholders through to directors
* Achieved multiple successes as a key member of the senior management team including developing reports and specs for stakeholders, steering the team seamlessly through a complex change process, enhancing and standardising reporting including KPI, SLA, BI and MI and project managing the merging of reporting
* Accurately set up user requirements and system access, data mining and analysis, process mapping as well as report building on behalf of senior stakeholders

**Early Career**

**Various projects and contracts 1997 – 2014**

Project management, data analyst and consultant roles – full timeline of positions available

**Qualifications and Professional Development**

A-Levels: Business Studies and Mathematics/AS Level: Law – New College (1994 – 1996)

9 GCSEs including English and Maths/City and Guilds/Pre-Vocational Qualification – Bradon Forest School (1989 – 1994)

**Additional Information**

**Technical Skills:** MDL Code, UOLAS, DB2 Databases, SQL, SQL-T, UML, Didos, Supplier Accounts, ITPro, Order Book and Epos/Eftpos, Work Force Management (WFM), Access, Excel PowerPoint, Word, Microsoft Team (O365) Lotus Notes, Macros, Vetspace, Jira, Lotus, Visio, Business Objects, AtTask, DOMS, EG, PeopleSoft, Power Pivot, Voyager, RX Works, Midland Trent, Test Director (QC), (VBA) Visual Basic for Applications Business Insights, Management Insights, KPI, SLA, Biztalk, Office 365, Bloomberg, Auto Audit, PeopleSoft, ALM, Clik, Zoho, Project On-line, Azure, Python, Qlikview, Power BI, Sage 200 and Oracle R12

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