ALEXANDER PRESLAND

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PERSONAL PROFILE

Skilled Project Manager / Service Delivery Manager with PRINCE2 qualification and fourteen years' experience in IT / Telecoms since graduating in Electronic Engineering from University of Southampton. Passionate about communication and technology. A proactive and decisive manager of people and complex projects through the full project management life cycle.

KEY SKILLS

- Skilled Project Manager, able to deliver projects on time and on budget to agreed deliverables.

- Dedicated Service Delivery Manager, committed to providing excellent support and documentation to both customers and internal teams.

- Leading and coaching of project and delivery teams.

- Excellent communication skills; liaison with senior executives (both internal and external), 3rd party suppliers, technical, sales, finance, operations and support, including training and explaining technical concepts to non-technical people.

- Commercially astute; also worked in sales, produced proposals, quotations, bids.

- In-depth knowledge of the telecoms sector and some knowledge of the space industry.

- Highly technical with a hands-on and logical approach, and an ability to look at both the big picture and detail.

SYSTEMS EXPERIENCE

- Used a wide range of operating systems, software and technologies including: DOS, Windows, Solaris, Linux (Debian, Red Hat & CentOS), VMware, PHP, MySQL, ASP, MSSQL, HTML, C, Assembler, Telephony (ISDN, ISUP, SIP, SDP, IMS), SMS, MS Visual Studio, plus MS Office and internet applications.

- Skilled in high availability IP networks, and experienced with Cisco routers and switches.

- Configured and continue to maintain Debian Linux, CentOS Linux and Windows Server virtual private servers (VPSs), on which a number of domains, websites and email accounts are hosted.

EMPLOYMENT

Telsis Ltd   **1998 - 2012**

Technical Account Director and Pre-Sales Engineer (2009 – 2012)

- Managed the Nordic & Baltic sales region, marketing to senior executives of mobile operators with a direct, top-down sales approach. Also managed bids for Mass-Calling systems.

- Developed relationships with external telecommunications equipment vendors such as Hewlett Packard, enabling 3rd party products to enhance the capabilities of the solutions (SIP, SDP & IMS).

- Identified and exploited new business opportunities, including the marketing of new product innovations. Presented to customers and wrote proposals and quotations.

Divisional Manager – Software Development (2007 – 2009)

- Managed development of three key parts of Telsis' SMS and Voice product portfolio: Mass-Calling Platform; Web-based SMS Management and Billing Platform; and SMS Wizard (natural language question interpretation, used for customer care and self-provisioning applications).

- Managed a development team of eight software engineers, helping them to learn new skills, gain insight into the real world applications of their work, and guide them to becoming more effective employees.

- Carried out Business Analyst role for projects, liaising with customers, analysing their requirements and writing proposals for product roadmaps.
- Acted as Solution Architect, producing detailed requirements from architecture designs for my team to implement, working closely with engineering managers to influence the approval and allocation of resources to software development projects.
- Worked closely with sales & marketing, operational delivery and support to ensure that products delivered reliable, documented and supportable end-to-end solutions.
- Larger projects managed included: Development of Telsis' SMS Smart Services Platform, a joint project with SAS to apply business intelligence technologies to the data generated from SMS Smart Services. Managed enhancements and ongoing service delivery for TeliaSonera's Mass Calling System.
- Explored alternative database technologies and strategies for the SMS Management Information System. Performed testing with InterSystems' Caché database and file-based filtering.
- Specified, developed, tested and deployed a new tool for Telefónica Móviles España to monitor their entire SMS Wizard installation which resolved difficulties in traffic monitoring.
- Used technical skills in: SMS, Voice, VMware, Linux, Windows Server 2003, SQL, IP networks.

Projects Department Manager (2005 – 2007)

- Successfully developed and managed a team of six PRINCE2 trained project managers as Manager of this new department.
- Delivered various projects of up to £2m for software, hardware and services to major fixed & mobile network customers, on time and on budget.
- Minimised risk by ensuring the commercial detail of each contract was understood and that my team delivered the scope according to agreed deliverables and milestones.
- Resolved problems and ensured successful completion of the SMSC Replacement Project for T-Mobile UK Intelligent SMS Routing System.
- Member of Project Board managing the implementation of O2 UK's Intelligent SMS Routing System (SMSC Replacement). Managed enhancements and ongoing service delivery for TeliaSonera's Mass Calling System.
- Delivered SMS Routing and Voice projects to network providers in 11 countries worldwide.

Project Manager (2002 – 2005)

- Managed both the internal and external stakeholders, including the software development team and the customer-facing project.
- Met and liaised with major European network customers and repeatedly achieved and exceeded expectations by delivering working software projects on time, or early.
- Wrote full documentation for projects and trained customer support staff in order to ensure software was fully supported. Also provided consultancy to customers.
- Architected, designed and lead the implementation of software, including web application development using Linux, HTML, ASP & SQL.
- Successfully delivered the full project life cycle for a major overhaul and enhancement of the customer interfaces of a Mass Calling system (making them webpages) and central site equipment including the world's first same-number voice and SMS voting functionality into TeliaSonera.
- Managed a six month project to design, develop and implement Vodafone Italy's Viral Conferencing System. Integrated the system with Vodafone's CORBA-based billing systems.
- Managed and delivered operator-customisable "custom services" enhancement to EWE Tel's web-controlled telephony services platform and enhancements to T-Mobile UK's GroupCall platform.
- Managed various internal projects e.g: "Noticeboard" (call a number to hear a pre-recorded message left by someone using a PIN), "Audio Moments" (audio book by telephone service which remembers your "bookmark" using your phone number).

Secondment to Market Development (2001 – 2002)

- Met customers and architected systems and applications to meet specific requirements. Wrote proposals, responded to requests for quotation and information and assisted the sales team with gaining commercial authorisation to submit bids.

Software Design Engineer & Senior Software Design Engineer

- Implemented, delivered, integrated and acceptance tested software, including liaising with customers and resolving problems, often acting as technical lead and system architect.
- Developed additional functionality on Telsis' fastIP Interactive Voice Response platform, embedding programming in C and Assembler, then developed applications for customers.
- Architected, implemented and tested Telsis' resilient Cisco HSRP-based IP networking solution.
- Implemented part of One2One's (now Everything Everywhere / T-Mobile UK) world-first GSM roaming system for pre-pay subscribers.

Matra Marconi Space UK (formerly British Aerospace Space Systems)   **1994 – 1998**

Sponsored Student Apprentice

- Sponsored through university by Matra Marconi Space (now EADS Astrium), carrying out a series of six 3-month placements in many areas of the company, during a year of pre-university training and summer holidays. Also included 3 months at the Rolls Royce Training Centre.
- Designed and implemented wiring test procedures for the ENVISAT1 satellite, launched in 2002.

EDUCATION & PROFESSIONAL QUALIFICATIONS

- PRINCE2 (Practitioner).
- Chartered Engineer (IET) and Member of IEEE.
- BEng (Hons) Electronic Engineering, University of Southampton, UK (1995 – 1998).
- 3 'A' Levels and 10 GCSEs.
- Winner of the Senior Electronic Prize at school (1994).
- Nominated and elected Managing Director of the school's Young Enterprise company (1993).

ADDITIONAL INFORMATION

Nationality: British.

Marital Status: Married, with 2 young children.

Driving Licence: Full, clean British licence.

Languages: Competent holiday French and some basic Spanish, Italian, German and Swedish.

Interests:

- Member of CAMRA's (the Campaign for Real Ale) national IT Advisory Group and previously Secretary of this group for 5 years. Volunteer at and co-organiser / treasurer of real ale festivals. Published a CAMRA guide to the pubs in the New Forest (2011). Set up a monthly Beer Bus (2004).
- Helped organise and run a careers fair at Southampton University (1998).
- Keen skier (try to ski every year) and member of the National Trust.

References: Available on request.
Additional recommendations on http://uk.linkedin.com/in/alexpresland