

## PROFILE

Experienced in Project Management, Data Migration, Systems Implementation, Operations Management, IT Management & General Consultancy in the Telecoms, Defence and more recently, Healthcare industries.

## KEY SKILLS

- Project Management
- Data Migration (Management & Technical)
- Operations Management
- Systems Implementation
- Line management
- IT Management

## SUMMARY OF EXPERIENCE

OVER 18 YEARS EXPERIENCE IN THE INFORMATION TECHNOLOGY INDUSTRY:-

- Data Migration (Management & Technical)

Management of Migration activities from Client's side and of System Integrator's; including development work and Data Cleansing. Participation in at least 9 successful migrations; including cutover planning, production of DM Strategies, pre-launch and post launch activities.
- Project Management

Experience of managing multi-disciplined teams and of managing multiple Projects at the same time. Activities have also included management of Third Party Suppliers, line management & budgeting. Knowledge of MS Project and PRINCE 2.
- Operations Management

Experience with setting up and running operations departments for mobile network operators and a UK national company. This included staff training and producing procedures for system handover.
- Systems Implementation Management

Experience of implementing Customer Care & Billing Systems on customer sites, including staff training, pre-launch, launch and post launch activities. Recent experience of implementing a Patient Administration System.
- IT Management

Extensive IT management experience; both for mobile network operators and for a UK national company. Management of VMS, Windows, Unix, PC & several other legacy systems; including setting up and running networks.
- UK Domestic and International Experience

Accustomed to working on Client sites both in the UK and internationally. Ability to build relationships; working in multi-national teams & multi-cultural environments.

# KEITH DAVIES

## EMPLOYMENT & ASSIGNMENT HISTORY

Romtelecom	Location: Romania Duration: January 2007 to August 2007
Assignment: Project Manager	
Activities: • Project Management of Geneva/IRB Billing System Upgrade	
Results: Successful launch on time & within budget.	
Gloucestershire Health Community	Location: UK Duration: January 2006 to December 2006
Assignment: Data Migration Analyst	
Activities: • Data Migration consultancy assisting NHS Foundation Trust with migration activities to Cerner Millenium.	
Results: Delivery of numerous Data Migration Documents & Scripts including Project Plan, Data Migration Strategy, Data Quality Strategy, Testing Strategy	
BT Consulting & Systems Integration	Location: UK Duration: June 2004 to December 2005
Assignment: Project Management & Consultancy	
Activities: • Project Management & Consultancy covering Data Migration & Reporting on the first implementation of the NHS Care Records Service at an NHS Trust in London.	
Results: Successful launch of the first 'strategic' SPINE enabled Patient Administration System (PAS) in London.	
Claribel Ltd (Quiconnect)	Location: UK Duration: January 2004 to February 2004
Assignment: Technical Consultancy	
Activities: • Consultancy Services to enable WiFi Company better understand IT & billing infrastructure of Mobile Network Operator	
Results: Customer has a better understanding of Mobile Network Operator Infrastructure.	
Claribel Ltd	Location: UK Duration: March 2003 to August 2003
Assignment: Network & Technical Management	
Activities: • Hosting of Company websites and email servers • Setup of company network infrastructure • Research	
Results: Cost savings and ease of use	

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<b>MTPH Ltd</b>	Location: UK Duration: September 2002 to February 2003
Assignment: Business Development	
Activities:	<ul style="list-style-type: none"><li>• Production of proposal documents</li><li>• Communication with potential clients</li><li>• Project Planning</li></ul>
Results:	Successful deployment of Senior Consultant to Middle East

<b>Connect Austria (ONE)</b>	Location: Vienna, Austria Duration: March 2001 to December 2001
Employer:	Claribel Ltd
Assignment:	On-site Data Migration Project Manager for implementation of new Bespoke Customer Care System and Geneva based Billing system.
Activities:	<ul style="list-style-type: none"><li>• overall responsibility for all data migration activities</li><li>• cutover Planning</li><li>• work with systems integrator on defining mapping</li><li>• work on data cleansing issues</li><li>• manage development of data migrations of customer care system</li><li>• Combination of hands-on and hands off role</li></ul>
Results:	Successful migration of over 1 million customers to new systems achieved in a 48 hour period with minimal disruption to the business.

<b>Wildfire Communications</b>	Location: Boston, USA Duration: October 2000 to March 2001
Employer:	Claribel Ltd
Assignment:	Engineering Project Manager
Activities:	<ul style="list-style-type: none"><li>• Project Planning</li><li>• Project Facilitating</li><li>• Help define company's scalability &amp; dimensioning strategies for their Voice Activated Personal Assistant Product.</li></ul>
Results:	Carried project successfully through to Project initiation & set-up stages and handed project over to local staff.

<b>Sema Group Telecoms</b>	Location: Worldwide Duration: March 1999 to August 2000
Assignment:	Migration Technical Authority
Activities:	<ul style="list-style-type: none"><li>• Worldwide Migration Technical Authority for Billing System Vendor</li><li>• Analysis and development of migration tool-kits for migration of alien systems.</li><li>• Included On-Site and Off-Site Development work</li><li>• Definition of migration strategies</li><li>• Definition of upgrade path of vendors own systems</li></ul>
Results:	Migration tool kits defined and multiple migrations successfully carried out.

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<b>Cable &amp; Wireless, Caribbean</b>	Location: Antigua Duration: March 2000 to May 2000
Employer: Sema Group Telecoms	
Assignment: Migration Manager/ Systems Manager (CABS 2000)	
Activities:	<ul style="list-style-type: none"><li>• On-site Management of all migration activities</li><li>• Systems management of new customer care &amp; billing system</li><li>• Operations management of new customer care &amp; billing system</li></ul>
Results:	Successful migration of legacy system and launch of new customer care & billing system

<b>TIM, Nordeste</b>	Location: London & Recife, Brazil Duration: March 1999 to November 1999
Employer: Sema Group Telecoms	
Assignment: Data Migration Manager for migration of six independent billing systems to a single CABS2000 based billing system in the North East of Brazil.	
Activities:	<ul style="list-style-type: none"><li>• Analysis, development &amp; testing of migration tool-kit</li><li>• Management of migration development team</li><li>• On-site management of all data migration activities</li><li>• On-site development of migration tool set</li><li>• Main liaison for all data migration activities for the client.</li><li>• Liaison with systems implementation team</li></ul>
Results:	Successful migration of approximately 1 million customers to new systems and consolidation of 6 independent billing systems to a single system

<b>Iridium, Brasil</b>	Location: Rio de Janeiro, Brazil Duration: January 1999 to March 1999
Employer: Sema Group Telecoms	
Assignment: On-site Operations Manager for all IT Facilities, including Customer Care & Billing System (CABS2000)	
Activities:	<ul style="list-style-type: none"><li>• Manage all launch and post-launch activities of customer care &amp; billing system</li><li>• Manage all hand-over activities to local staff</li><li>• Training of local staff</li><li>• Liaison with off-site departments of billing systems vendor</li></ul>
Results:	Successful launch of system and hand-over of complete system to local staff

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<b>Iridium, Brasil</b>	Location: Rio de Janeiro, Brazil Duration: October 1998 to December 1998
Employer: Sema Group Telecoms	
Assignment: On-site Operations Manager for all IT Facilities, including Customer Care & Billing System (CABS2000)	
Activities:	<ul style="list-style-type: none"><li>• On-site management of Billing System vendor's operations team</li><li>• Definition and Documentation of Billing System Processes</li><li>• Defect Management</li><li>• Training of local staff</li><li>• Management of pre-launch activities</li></ul>
Results:	Successful handover of most operations to client and contractual delivery of documentation

<b>Cable &amp; Wireless, Panama</b>	Location: Panama City, Panama Duration: September 1998 to October 1998
Employer: Sema Group Telecoms	
Assignment: On-site Operations Holiday relief (CABS2000)	
Activities:	<ul style="list-style-type: none"><li>• Single handed operation of customer care &amp; billing system</li><li>• Performing multiple bill runs</li></ul>
Results:	Successful operation of billing system including performing 2 bill runs

<b>Iridium, Brasil</b>	Location: Rio de Janeiro, Brazil Duration: May 1998 to July 1998
Employer: Sema Group Telecoms	
Assignment: On-site Network & PC Manager	
Activities:	<ul style="list-style-type: none"><li>• Definition &amp; set-up of IT Network</li><li>• Documentation of IT Network</li><li>• Setup of PC's and PC Servers</li></ul>
Results:	Successful set-up of Network & PC's and handover to local staff

<b>Cable &amp; Wireless, Panama</b>	Location: Panama City, Panama Duration: April 1998 to May 1998
Employer: Sema Group Telecoms	
Assignment: Troubleshoot and provide operations consultancy for Customer Care & Billing System (CABS2000)	
Activities:	<ul style="list-style-type: none"><li>• Troubleshooting operations problems</li><li>• Definition &amp; refinement of operations processes</li></ul>
Results:	Billing system effectiveness improved, together with Client satisfaction.

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Thomson Marconi Sonar Ltd formerly  
GEC-Avionics Ltd

Location: Rochester, Kent, UK  
Duration: September 1987 to  
March 1998

Position: Software Engineer to Computing Services/IT Manager

- Activities:
- Management of IT Systems & IT Department for 120 People, Including development facilities & business facilities.
  - Operating 24x7 systems
  - Management of IT budgets
  - IT Planning
  - Management of Third Party Suppliers
  - Management of IT application development
  - Management of multiple networks
  - Systems Installation

Results: Successful operation of IT systems

## EMPLOYMENT SUMMARY

Independent Consultant	January 2002	- Present
Claribel Ltd	September 2000	- December 2001
Sema Group PLC	March 1998	- August 2000
Thomson Marconi Sonar Ltd	September 1987	- March 1998

## PERSONAL INFORMATION

Date of Birth: 20<sup>th</sup> May 1966

Nationality: British

Professional Qualifications: BSc (Hons) Computer Science 2:1,  
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