

# Terry James Cavender

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A motivated and knowledgeable IT Professional with over 25 years experience gained within the UK and International business forum

“I can demonstrate excellent ability to define and implement strategy whilst converting technology opportunities into practical solutions. This maximises business benefits and profitability through identifying and evaluating key information to deliver results.”

## Key Skills

Highly efficient with strategically applying information technology as an enabler for business profitability  
Successful in development and management of multi-disciplined teams to meet operational needs  
Strong communication and influencing skills, ensuring understanding and effective negotiations  
Skilled in establishing best practise and governance solutions in IT  
Demonstrable capabilities of implementing support processes incorporating regulatory, contractual and legal adherence  
Proficient with managing multiple concurrent projects including associated budget and resource control  
Proven ability to evaluate, analyse and align information systems to meet business objectives  
Practised in all aspects of change management, undertaking a diplomatic and empathic approach  
Adaptable to new and evolving technologies, methodologies and applications  
Team player with ability to utilise own initiative

## Technologies and standards

SAP, Siebel 7, TCP/IP, SSADM CASE tool, SQL Server, Visio, SCO Unix, XML, HTML, Java, WAP, CRM, EDI, DPA, ISIS, VOIP  
Ingres, Universe GCI, BACS, PICK, UM, CISCO, Firewalls/VPN, Windows XP and 2000, Microsoft Active Directory, Microsoft Server 2003 and NT4.0, MS Project, Schedule, Access, Word, Excel, PowerPoint, PRINCE2, 21 CFR Part 11 validation

## Professional Summary

### Pitney Bowes Ltd

January 2006 to date

#### Asia Pac IT Manager and Senior IT Projects Manager

- Planning and execution of phased programme to rollout corporate IS standards across operating companies in Asia Pac region corporate SAP and Siebel solution including necessary infrastructure refreshes and investment
- Managing the rollout of sales force business Intelligence using SalesForce.com across ten European countries.
- Aligning the corporate infrastructure of acquisitions in four operating countries covering fourteen European sites.
- Programme planning the pan European transformation project for all IT activities to support the business in all phases of its outsourcing programme including budgets, resource, facilities, technical reviews and audit compliance for ISO and SOX
- Responsibility for hardware upgrades to UK and Eire Postage by Phone infrastructure including daily cash processing of £2.5m and disaster recovery solutions.
- Fiscal budgetary management of project IT budgets of £13.5m
- Leading site preparations of third party premises to meet international postal security compliance audit at all levels of best practice of IT and security policies including disaster recovery and all aspects of risk management
- Creating, managing and driving multicultural teams at all levels across multiple continents to meet and refine corporate strategy through all aspects of implementations to meet the business needs
- Instigating Business Requirements Analysis at pan European level for Supply Chain Outsourcing
- Establishing local IT contracts for support and other services with defined SLAs using corporate procurement and vendor management processes.
- Leading Process Mapping and documentation establishing standards
- Producing of strategic recommendations and presenting these at all phases to the leadership team for agreement
- Managing multiple streams of project resources involving team formation, development and strategic business activity scheduling of these resources using contract staff to supplement where necessary and within budget
- Internal assessment, planning and implementation of project change against baseline requirements including technology, systems, communications, infrastructure, applications and data.
- Continuous team interaction and management at all levels with a peak of 9 direct and 35 indirect reports plus other staff on adhoc basis.
- Liaison with external and internal suppliers and customers at all levels including strategic and critical issue resolution.
- Leading audit and compliance activities across Supply Chain and Asia Pac programmes from IT perspective

#### Achievements include:

- Successfully implemented the pan European outsourcing project including SAP reconfiguration, middleware, network and secure communications within the framework of meeting the superset of EU/Global financial and legal requirements.
- Rollout of infrastructure and support to corporate entities in India, Japan, Singapore, Malaysia and New Zealand as well as integrating dealer acquisitions in Malaysia and Singapore
- Supported transformation programme of nine warehouse sites through outsourcing

- Implementation of electronic archives for call centres in France and UK covering correspondence, contracts and service records.

### **Milton Keynes General Hospital**

**August 2004 to July 2005**

#### **Deputy Head of ICT**

- Managing the IT team including support for the Hospital Trust premises on and off campus
- Delivering all relevant preparatory tasks for the National Programme for IT (NPfIT) to meet the Trust's obligations as an early adopter
- Updating the network and infrastructure to be fully resilient to support life critical 24/7x365 system and IT operational environment
- Deploying the initial national network equipment to support NPfIT and leading the early adopter reviews of configuration, capacity and compliance
- Deputising for the Head of ICT at local, regional and national levels
- Planning and execute IT activities to support the business in all aspects of the business needs including technical proof of concept, procurement and implementation whilst ensuring the most efficient and cost-effective technology solutions to enable business objectives and plans to progress within budget
- Fiscal budgetary management of departmental and corporate budgets of £4m
- Producing of strategic recommendations and presenting these at all phases to the Trust management team for agreement
- Internal assessment, planning and implementation of Trust wide technology systems, communications, infrastructures, applications and data. Monitoring against agreed SLA targets and improving process where necessary to improve the SLA and harmonise across sites.
- Continuous team interaction and management at all levels with 9 direct and 20 indirect reports plus other staff on adhoc basis.
- Responsibility for Clinical Coding team and compliance with Caldecott
- Liaison with external and internal suppliers and customers at all levels including strategic and critical issue resolution.

#### **Achievements include:**

- Procured and implemented upgrade to the two square mile campus network delivering sub second failover and full resilience with future capacity within budget
- Implemented PACS as part of the first wave of NPfIT
- Migration of email to Exchange 2003 and introduction of MS Remote Imaging strategy and SMS/SUS for software distribution and licensing
- Designed, procured and implemented active directory on windows 2003 platform using Dell Hardware to refresh the on site data centre by training and upskilling encumberant team within existing budgets
- Implemented Wireless technology to support PACS digital imaging system
- Created and implemented set processes for continual governance of IT systems

### **Raytheon Systems Ltd**

**September 2003 to August**

**2004**

#### **IT Manager – Service Delivery and Projects**

- Working with the Interim Head of IT as one of his two functional managers to restructure and align the IT strategy with that of the parent organisation
- Representing the Head of IT within European / Global developments and forums
- Plan and execute IT activities to support the business in all phases of defence programmes including proof of concept, bid and execution whilst sourcing the most efficient and cost-effective technology solutions to enable business objectives and plans to progress
- Assess, control, develop and implement company wide IT projects for Raytheon Corporation's UK operations
- Fiscal budgetary management of departmental and corporate budgets of £3m as well as fiscal and resource programme and project budgetary management of £4.5m
- Producing of strategic recommendations and presenting these at all phases to the leadership team for agreement
- Managing geographically distributed resources across 9 sites, involving team formation, development and strategic business activity scheduling of these resources using contract staff to supplement where necessary and within budget
- Internal assessment, planning and implementation of company wide technology systems, communications, infrastructures, applications and data. Monitoring against agreed SLA targets and improving process where necessary to improve the SLA and harmonise across sites.
- Continuous team interaction and management at all levels with 7 direct and 30 indirect reports plus other staff on adhoc basis for total department of 50.
- Liaison with external and internal suppliers and customers at all levels including strategic and critical issue resolution.

#### **Achievements include:**

- Managed a pan UK project to deploy Microsoft Active Directory as an enterprise operating platform replacing and integrating legacy systems
- Migration of email to Exchange 2003 and introduction of MS Remote Imaging strategy and SMS/SUS for software distribution and licensing
- Created and implemented set processes for continual governance of IT systems
- Defined and implemented new team structures moving from geographically centric management to functional teams across multiple sites

### **Pharmacia Ltd**

**June 2001 to August 2003**

#### **IT Manager – CRM and Projects**

- Control, assess, develop and implement company wide projects for the UK market company as well as deputising for the UK IT Manager with European and Global developments with joint budgetary responsibility of £3m
- Sourcing the most efficient and cost-effective technology solutions to enable business objectives and plans to progress

- Responsible for initial investigation and assessment of internal client requirements in relation to the needs of business units, financial constraints, ROI and technology
- Producing recommendations and presenting to the leadership team (board level) for approval
- Planning resources, internally and externally, involving project team formation and strategic scheduling
- Internal assessment, planning and implementation of company wide technology systems, communications, infrastructures, applications and data
- Assess and manage the risk and change elements of each project, preparing ongoing contingency planning
- Continuous team interaction, monitoring and reporting on project development whilst ensuring budget and timescale operations are within target

**Achievements include:**

- Managed the transition of the merger between Pharmacia Ltd and Pfizer involving extensive system integration, change focused management and strategic operational planning
- Managed the Global Pharmacia CRM pilot using a team of approximately 50 contract and permanent staff to deploy Siebel as an enterprise customer management tool including Sales, Commercial, Customer Services, Medical Information, and Clinical. UK project was £6m and overall European project was €30m
- Successfully developed and implemented communication strategies for field personnel to incorporate ADSL, ISDN, GSM and GPRS technologies
- Created and implemented set processes for continual governance of IT systems including web based e-business, external email and Data Protection Act reviews
- Designed, developed and deployed a bespoke Patient Clinical Trials Management System for patients and medical professionals including financial and drug control capabilities, in accordance with FDA regulations and validated to 21 CFR Part 11
- Parallel upgrades to Windows 2000 and ETMS with new Sales Force Performance Dashboard metrics to enable customer management support for all field personnel

**Contract Consultant**

**January 2001 – June 2001**

- Contracted roles with various organisations on a self-employed consulting basis – short term

**Infercor Ltd**

**August 1999 – January 2001**

**Global Technical Services Manager**

- Managed a 20+ team of consultants throughout Scandinavia and the UK, covering various client projects as well as revision control, release procedures, database support and disaster recovery
- Responsibilities included the implementation and control of company infrastructures, network design, security, usage, associated services to support strategic business objectives as well as remote client support
- Prepared and presented the terms of reference for each project, obtained client approval, scheduled resources and formed each project team, ensured contingency and critical path planning structures in place and efficient, continuous monitoring of each project, reporting on progress to client and internal management team
- Designed and managed development of client CRM systems integrating various telephony switches with workflow systems.
- Controlled client and internal budgetary resource as well as cross-charging various profit and cost centres within the group for total budget holding £1m
- Prepared feasibility reporting and designed technical solutions for clients, partners and internal deployment including WEB, WAP and unified messaging technologies
- Undertook full review of Infercor Ltd software products with external consultants for a Norwegian start-up as part of due-diligence

**Previous Roles**

- Project Consultant for Masterpack International Ltd. clients across UK (September 1998 – August 1999)
- Multiple roles of Computer Services Manager/Support Team Manager/Systems Analysis & Programming, Travis Perkins (August 1990–September 1998)
- Multiple contracted roles for Wessex Regional Health Authority - Centre of Responsibility for Energy and Public Utilities (February 1986 – August 1990)
- Contracted to Plessey Defence (September 1985 - February 1986)
- Deputy Systems Manager, PKS Digiplan Ltd (January 1981 – September 1985)

**Qualifications**

**BSc** **Information Technology** (Distance Learning – completed 2001)  
**PRINCE2** **practitioner (P2R/082789** completed 2005)

**Personal Details**

Date of Birth: 12<sup>th</sup> February 1963  
 Nationality: British  
 Marital Status: Married with two daughters  
 Health: Diabetic, although generally enjoy very good health  
 Driving Licence: Full licence and car owner  
 Personal Interests: Technology, Photography and Electronics for personal and professional development  
 Security Clearance: SC level clearance from Mar 2004 held by Raytheon Systems Limited

**References:**

Professional and personal references are available upon request