

David Hassall

58 Porter Road, Poole, Dorset, BH17 7AW
07909 994388 jobs@davehassall.co.uk

A problem solver and simplifier by nature, who creatively finds ways to get 80% of the benefit for 20% of the effort. An adaptive person, who welcomes new challenges and opportunities. With an eye for detail builds solid foundations for solutions to grow. Enjoys being in a group environment working for the improvement of all. Experienced dealing at all levels from staff to executives (all recognised by a commendation from Bournemouth Borough Council's Leader and CEO).

Key skills	Examples of use
Lean Processes	Level 3 Award in Leadership & Management (8600-11) issued by ILM Feb 2023
Project Management	From S/W and H/W through health sector to landscape improvement projects
Process Mapping	Mapping of Legal processes to allow better systems to be developed
Internet Marketing	Building/managing accounts to maximise spend using Adwords and Analytics
Website UX	Developing conversion orientated websites for desk-top and mobile
Team Building	Guiding and motivating teams to meet, and exceed, company standards
Advanced I.T.	Integrating systems with SQL, Access, Visual Basic, Excel and Word
Training	Training 30+ trainers to cascade knowledge down to 500+ people
Public Speaking	Representing a Public Speaking Club (Toastmasters Int'l) in regional competitions

Career History

Senior Business Solutions Analyst **Carey Olsen** **April 2022 – August 2022**

Key Achievements

- Developed process for migration of data from legacy systems to new structured solutions

Legal Business Systems Developer **Laceys Solicitors** **May 2018 – April 2022**

Key Achievements

- Produced Workflows that are aware of progress and suggest activities the users might need to complete. Work can be done by less skilled staff, allowing senior staff to focus on fee earning time
- Development of Workflows for multiple departments in Advanced (Tikit) P4W
- Development of Intranet that links to P4W database to improve reporting and alerts for staff working around limitations of P4W. Also included a Self Help / Fault Log solution
- Implementation of additional 3rd Party systems; Bundledocs, Arken Legal, Breathe HR and a VOIP telephone system

Web System Developer **Self Employed** **July 2017 – May 2018**

Key Achievements

- Development of Cleaner Staff rota system and online system for Patient Driver volunteer system, both replacing cumbersome Excel and Email solutions

Project Coordinator (Contract) **Kingfisher (B&Q / Screwfix)** **November 2016 – June '17**

Key Achievements

- Controlling the successful replacement of Lexmark printer to HP printers nationally for B&Q and Screwfix across stores, distribution centres and head offices

IT Administration**Siemens****April 2016 – August 2016**

Responsible for analysing and coordinating cost reduction project

Key Achievements

- Simplifying data capture to reduce timescales of customer contacts and recording cost savings

Project Co-ordinator**Bournemouth Borough Council 2014 – 2016**

Responsible for managing a range of projects (2 Separate Assignments)

Key Achievements

- Leading £300K fund to promote South West England in International Education markets
- Managing design phase of seafront improvement (£2 million)
- Researching, preparing and submitting case against Navitus Bay Wind Farm (190+ turbines)

IT and Internet Marketing Manager New Driver**2009 – 2014**

Responsible for developing and improving internal systems, and linking to websites.

Key Achievements

- Building new websites linking to in-house systems, thus improving efficiency.
- Implemented software that reduced a 3 man-day task to 30 minutes.
- Streamlining vouchers and implementing online redemption, reducing costs.
- Simplifying systems from multiple spreadsheets to Access.
- Built an Access Application to generate Adwords to target 30,000 geographical keywords.
- Maintaining and improving systems, including adding local websites.
- Training instructors on marketing techniques.
- Using Wordstream to improve Adwords performance.
- Following feedback to Wordstream, invited to become a Product Innovator for them.

Note next 3 achievements were for temporary placement at NHS and St Aldhelm's Academy

- Supporting 100+ staff and 400+ pupils with day-to-day issues.
- Maintenance and system rebuilds for PCs and Laptops.
- Training 1000+ clinical staff how to use new laptops, using non-jargon language.

Data Analyst**Bournemouth and Poole PCT****2008 – 2009**

Contracted to review data requirements for a number of disparate teams.

Key Achievements

- Surveyed 7 departments and recommended the capture systems and structure required for management data that enabled clinicians to focus more time on patient care.
- Developed Access systems proving the concepts to clinicians who were anti IT.

Visual Basic Programmer**Guardian Automotive****2003 – 2005****Key Achievements**

- Added to the Guardian Automotive System with Sales Entry and Warehouse Picking modules.
- Configured Invoicing to be less manual by passing data from Sales Entry and Picking.

Project Manager**Anetwork****2001 – 2003**

Responsible for System Design and Implementation Strategies, System Reviews and Recommendations and Customer Support.

Within this Employment Worked with:**Neville Jones – Solicitors****Streamlined 3rd Party Management Suite**

- Assisted them to get best use from a package they had not utilised fully.
- Integrated package with Microsoft Office.

**Raymond Brown - Construction
and Recycling****Email Automation to meet Statutory Requirements**

- Automated emails received and sent, to ensure electronic data fulfilled the compliance rules laid out for printed material.

Runnymede Borough Council Data System Review

- Reviewed and reported on the systems and data used by Runnymede Borough Council allowing them to re-structure and standardise systems and licensing.

Project Manager

Deverills

2000 – 2001

Responsible for managing outsourced support teams.

Key Achievements

- Managed a team providing 3rd line support to multiple sites for Slough Borough Council. Introduced processes and procedures to prevent complaints.
- Set up a 2nd and 3rd line support team for a new Meryll Lynch call centre.

Visual Basic Programmer

Self Employed / Guardian Automotive

1999 – 2000

Key Achievements

- Taught myself Visual Basic (VB) 6 over 2 months prior to building systems.
- Replaced a DataEase Invoicing System with a VB / Access DB one, including transferring all DataEase data to the Access DB e.g. customers, products and a complex pricing structure.

Project Manager

Telxon

1985 – 1999

Responsible for Project Managing

Key Achievements

- Promoted through the business from Junior Analyst Programmer to Team Leader (New Recruits) to Technical Support to Project Manager.

Within this Employment Worked with:

Tesco

Self Scanning

- Managed the development of a self scanning device liaising with Tesco senior management and our product team in the USA.

Marks and Spencer

Various Stock, EPOS and Communication Systems

- Worked on the migration of stock replenishment from in-store, to a local warehouse, to a combined and shared warehouse stock.
- Project managed a trial of a mobile EPOS solution allowing them to have "pop-up" stores at events, e.g. Cheltenham Festival and Crufts etc.
- Developed a programme to ensure shelf edge label pricing and EPOS pricing were accurate for legal compliance.
- Project managed the implementation of a wireless scanning system for processing goods-in and goods-out of food warehouses, run by BOC and Christian Salvessan.

Ford Motor Company

Installation of Europe's Largest Wireless Network

- Project managed the installation of the largest wireless network in Europe.

Curtis Holt Toolbank

Hardware Stores Self Ordering System

- Developed a system allowing Hardware store staff to perform stock ordering from the ToolBank printed and bar-coded catalogue.
- Notable achievement was to solve the problem of getting 1MB of data into 500KB of storage.

Sainsbury

Stock Control / Price Checking

- Managed a team of 4 new programmers to ensure they adhered to company standards and best practices, avoiding them making the same mistakes as their predecessors.

Whirlpool (Philips Service)

Field Service Engineer Program Suite

- Developed the system for engineers enabling their work to be "paperless".

- Notable achievement was the system enabled the engineers to perform 1 extra job per day and also removed the need for 2 hours of paperwork, once home.

South Western Electricity Field Service Engineer Program Suite

- As above for Whirlpool

Parcelforce Depot Parcel Tracking

- Project managed the rollout of a parcel tracking system using wireless handheld computers.

InterCity On Train Fault Reporting / Passenger Counts

- Implemented a solution allowing conductors to report faults to train equipment whilst the trains were in motion, resulting in crews ready for repair, reducing train inactivity.
- Provided a system to allow conductors to send passenger counts whilst the train was moving.

Scottish Power (SSEB) Meter Reading

- Developed the handheld meter reading solution.
- Trained 12+ trainers for the PC and handheld solutions so they could train end users.

Education and Training

Course / Qualification

Level 3 Award in Leadership & Management (8600-11)
 PRINCE2 Practitioner
 Google Adwords Certified
 ITIL Foundation
 Novell Netware 3
 City and Guilds Computer Programming
 3 A levels (Pure and Applied Maths and Eng. Drawing)

Awarding Body

ILM Feb 2023
 APMG International
 Google
 BCS – ISEB
 Novell
 Computeach
 Corfe Hills School

Hobbies and interests

Golf – Handicap 13, past Club Captain and Handicap Secretary
 Public Speaking – Member of a local Toastmasters International Club

Personal details

Married, British, Good health, Full clean driving licence