

# Keith Towns CV

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## PROFILE

I am a Business Analyst and Project Manager with experience in the telecommunications industry as well as Local Government. I have worked in ICT for over 25 years in a variety of roles all centered around delivering technical solutions to business problems. I am accredited Prince2 and Change Management Practitioner and ITIL qualified.

I am self-motivated, reliable, dedicated and capable of formulating creative solutions. I work very well under pressure and like to exceed challenging personal goals and professional targets. In my working life I am used to operating within a continually changing and demanding environment, utilising my facilitating and consultancy skills to interpret client's requirements and develop solutions. I particularly enjoy using my analytical and problem solving skills to resolve complex issues which I then present in a format that my audience can understand. I am used to communicating at all levels within an organisation and liaising with internal and external clients ensuring positive outcomes.

## EXPERIENCE

### **Business Analyst - Epping Forest District Council September 2014 to December 2020**

I am a Business Analyst solely responsible for a group of system applications and ICT expert for a number of departments. I look after the department IT systems and assess any new requirements for the business and project manage the implementation and upkeep.

The current systems include income management for the Council and its interfaces to other systems, application development of the Council's two public websites and the Council museums database and environment monitoring systems.

Accomplishments have included:

- Managed the selection of supplier and project managed the migration of Council's main website from a non-managed server
- Completed the technical aspect of the Council's PCI-DSS return on a yearly basis. Due to the complexity of the Council payment system, the most difficult return is required (SAQ D)
- Develop the payment system for the Council's application (Capita Pay360) and interfaces
- Automate data manipulation for import by writing Python scripts (DWP files, bank transfers and iZettle imports)
- Migration of Museum Database from Modes to MuseumIndex+
- Solely responsible for the Analysis and format of data for the Government Anti-fraud analysis
- Analysis, format, cleanse and publication of data for the Government Open Data Scheme
- Analysis and set-up of a bank interface to the Cash Receipting system
- Manage the twice yearly upgrade of Income Management to new servers
- Installation of an environmental monitoring system for the museums
- Installation of document fraud checking terminal (passports, driver licences etc.)
- Elimination of interface errors between external housing maintenance system and in-house application
- Installation of a new BACS payment system for the Council and its upkeep including the replacement of redundant HSM device

## **Project Manager - Epping Forest District Council Sep 2009 to September 2014**

In a Project Manager role, I was responsible for the delivery and development of the entire data, mobile and telephony network for the Epping Forest District Council. In this role I managed 5 staff.

- Project managed the design, procurement and implementation of the district WAN from an outdated system, saving costs and increasing speed
- Project managed the design, procurement and implementation of a £250k ShoreTel Telephone VoIP system from initiation to implementation. This included the migration from the old analogue system
- Overhaul of the complete existing infrastructure and contracts to reduce costs while increasing performance. This included mobile, network and telephony (internal and external)

After being in this role for 5 years, I took the opportunity to return to Business Analysis when an opening arose.

## **Business Analyst - Epping Forest District Council Feb 2009 to Sep 2009**

I joined EFDC as a Business Analyst contractor. I managed a number of high level projects including HR payroll, cash receipting, Chip and Pin, document management and fraud investigation.

- Immediately appointed to assist the CEO with a high profile, politically sensitive, public communication
- Project managed and implemented a security system to prevent the use of unauthorised devices on computer equipment for 600 staff. This included the encryption of data to COCO standards
- Redesigned the EFDC Intranet
- Oversaw the installation of chip and pin machines and integration to cash receipting application. There were a number of complex issues with the supplier that required in-depth investigation and resolution

Towards the end of my contract, I was invited to apply for a permanent position to enable EFDC to retain my skills.

## **Project Manager - JustforDads Charity May 2008 to Jan 2009**

I had been volunteering on the steering committee for many years with a charity which arranges events for dads and their children. When the project was in danger of coming to an end I stepped in to take on the role of Project Manager for a short period until it was incorporated into the Government Sure Start scheme.

- Built award winning website and created the JustforDads brand
- Turned around decreasing volunteer turnout to meetings
- Increased membership by 100% within 3 months of joining

When the grant funding for the project ended, I decided to return to a role in ICT.

## **Product Business Analyst - COLT Telecom June 2007 to May 2008**

Whilst living abroad, I was contacted by a Director from Colt and offered an interesting position. I returned to the UK and secured a contract with COLT Telecom as a Product Business Analyst. My role involved the analysis of complex technical products and liaison with the Product Managers and Web development team. I created a detailed product specification to guide them through the order and service delivery process. In November 2007 I moved into a more senior position of Business Analyst for the entire COLT Product Tree ensuring that any new COLT products fit within the company's technical programme for standardisation.

- Liaised with developer team to develop a front end application

## **Data Analyst - Europe Trip and Remote Working July 2005 to June 2007**

As BT restructured my department offshore, I decided to seize the opportunity to achieve my lifetime ambition and tour Europe with my family. However, BT approached me with a lucrative offer and the opportunity to work for them while living in Portugal, as they required my extensive experience and skill set. I then took on the responsibility for training permanent staff in England as well as creating a system manual and user guide. During this period, in my spare time, I also built a number of websites, one of which was awarded the uk2.net 'Website of the Month'.

## **Data Analyst at BT 2003 to June 2005**

I am skilled in the loading, migration, verification, manipulation, cleanse and build of data on a variety of systems and in a wide range of formats. This includes the understanding of cross business unit processes and data interfaces with both existing and new systems. I have a proven awareness of data integration and integrity, with an awareness of the exploitation, advantages, limitations and use of the data.

Working in a remote team, I was responsible for customer inventory in the central repository for BT's order and fault management systems which use Remedy as the front end application. For the majority of the week I worked remotely which utilised my self motivation and communication skills to the maximum. I managed and prioritised my own workload and had a number of disparate Major Corporation and high priority projects running concurrently.

- Adapted existing tools to create bespoke unique applications for customers
- Many commendations from customers for projects completed within timescales

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Further experience available to view on [www.keithscv.com](http://www.keithscv.com)

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