

Bob Hampson

2004-2006 KINGSTON COMMUNICATIONS plc

Sep 2004
- May 2006

Technology Services Manager, Kingston Communications plc

Managed teams of technical experts providing solutions and support for internal commercial systems and external hosting platforms.

- At varying times managed one or more of the Database, Unix, Linux, and Network technical services teams providing IT solutions and support company wide.
- Managed the technical stream of the successful technology refresh programme for the company billing system. Radically changing the hardware and operating system platform whilst simultaneously moving to a supported database management system.

1999-2004 CENTRICA UK plc

Apr 2003
- Jan 2004

Service Planning Manager, Centrica IS

Managed the planning, design, and implementation of technology services provided by IS Service Delivery.

- Managed a team of up to 80 providing IT solutions for 30,000 Centrica staff nationwide.
- Introduced new ITIL-based procedures into own area of responsibility as part of a radical reorganisation of IS Service Delivery.

Oct 2002
- Mar 2003

Service Design and Management Manager, Centrica IS

Managed the commercial delivery function for IT products and services provided by IS Service Delivery, in terms of costs and services offered.

- Worked within the framework of a Service Delivery improvement programme to establish Service Planning, Service Level Management, Availability Management, Capacity Management, and Cost Management teams in line with ITIL principles.
- Sat on the governance team of the programme and was accountable for the re-organisation and reduction in numbers of a department of 120 staff.

Sep 2001
- Sep 2002

Distributed Services Projects Manager, Centrica IS

Managed the analysis, design, and delivery of over 20,000 IT Desktop requirements per year across a user base of 30,000 installed PCs and servers.

- Installed or replaced up to 10,000 PCs per annum.
- Relocated up to 15,000 PCs per annum.

Apr 2001
- Aug 2001

Software Control & Distribution Manager, Centrica IS

Managed the storage, release, distribution, and implementation of application and packaged software for all Centrica IS systems.

- Responsible for the security and integrity of the Definite Software Library (DSL) underpinning all Centrica's IS applications.
- Built on a programme to move to a standard set of corporate configuration management tools.

Mar 1999
- Mar 2001

Database Manager, British Gas Trading

Managed a team of database management and middleware experts providing second line support for several hundred Oracle databases and the Tuxedo middleware linking them.

- Managed the challenge of matching resource supply with a fluctuating demand for between fifteen and thirty highly specialized staff.
- Established a middleware support team and managed the upgrade of all Tuxedo software to a baseline supported version level.

1997-1998 CABLE & WIRELESS COMMUNICATIONS plc

Oct 1997
- Aug 1998

Projects Manager, IT Service Delivery

Managed a programme of Service Delivery infrastructure improvements.

- Rationalised and upgraded tape robotics systems at the two strategic Data Centres.
- Installed enterprise class UNIX platforms and initiated the consolidation of existing solutions from a wide range of smaller UNIX servers.
- Initialised the migration of all VAX/VMS based applications to a reduced number of ALPHA/VMS platforms

- Jan 1997
- Sep 1997
- Manager, IT Applications Support**
Managed a team of twenty providing first and second line support for all Mercury Communications' provisioning systems.
- Managed the upgrade of all Oracle based applications to a minimum version level.
 - Established a structure within the team and eliminated single points of dependency.
 - Reversed the trend of an increasing contract to permanent staff ratio.
 - Introduced formal problem management procedures.
- 1976-1996 BRITISH GAS plc**
- 1995-1996
- Team Manager/ Service Delivery Consultant, TransCo International**
Invited to join the management team of a project developing and implementing the IT applications to support The Network Code, the opening up of the competitive domestic gas market.
- Designed and implemented performance improvements to maintain elapse times whilst the size of the Oracle database doubled to 300 Gigabytes.
 - Planned and managed the integration and implementation of one of the major client-server application streams.
 - Designed and implemented the application batch job schedule using enterprise control management tools.
- 1991-1995
- Service Delivery Manager, London Computing Centre**
- Controlled an annual budget of £6million and a multi-disciplinary department of up to ninety staff.
 - Managed the growth of a national network eventually supporting 6,500 intelligent terminals, 100 mid-range machines, and multi-platform mainframe environments.
 - Introduced new problem management procedures in line with industry best practice, reducing the error backlog in support of key applications by more than half.
- 1986-1991
- Data Services Manager, London Computing Centre**
- Developed and maintained a Company Systems and Data Architecture, and Company Data Management standards.
 - Negotiated and implemented a contract introducing a major relational database management software set throughout company HQ.
- 1979-1986
- Database Administrator, London Computing Centre.**
- Managed a small technical team providing database design consultancy to application development teams and twenty-four hour support to production database management applications.

QUALIFICATIONS: B.Sc. (Hons) Mathematics.
ISEB ITIL Manager's Certificate in Service Management.

COURSES: Management Development Programme, Ashridge.