

David Stanford

2 Montrose Avenue, Welling, Kent DA16 2QZ

Tel: +44 (0) 208 856 2423

E-mail: stanforddjk@talktalk.net

Profile

Senior customer-facing, software and technology management professional with a high degree of problem analysis expertise and consultancy flair, demonstrated through an outstanding record of achievement. Substantial transferable experience in the exacting UK and international banking arena gained with global industry suppliers and clients giving a stable platform that will benefit organisations from all sectors. An adaptable team player, offering significant system testing experience, strong documentation skills and a proven ability to provide in-depth user training solutions

Key Career Achievements

- Designed and tested a Model Bank software acceptance platform to reduce the system implementation time and costs, minimise customisation and lower the project risk. The platform delivered improved client satisfaction whilst reducing company costs and releasing staff for new business opportunities
- Authored impelling technical documentation noted for ease of use, comprehensive and aimed at the level of the potential users. Experienced in writing about and using software which simplifies the documentation of any new package
- Excelled in IT Manager role, progressing from an accountancy discipline, and effectively solved complex configuration and technical issues. Managed successful system upgrades replacing software and hardware in a highly process critical environment. Sought out and negotiated with third party suppliers to ensure the optimum return on investment
- Delivered effective Customer support, gaining positive client feedback and strengthening the customer relationship. Applied strong technical and analytical skills to recreate problems within a test environment to determine the nature of the problems whilst maintaining a client-friendly approach
- Devised and implemented financial returns and balance sheets to integrate with computer systems complying with Bank of England, Inland Revenue and HM Customs requirements

Career Expertise

Customer Support & Consultancy

- Provided comprehensive global support for the most demanding of customer environments, which demonstrated skills in effective communication (written and oral), and an ability to interact with people of all levels regardless of knowledge or hierarchy. Rapidly built trust and rapport to ensure continued fidelity from customers and encourage other business opportunities
- Researched customers' underlying needs and background requirements to lead them through the process of problem identification and resolution
- Applied data analysis and reporting skills to produce comprehensive statistics throughout the support process. Presented findings to senior management teams and clients' key decision makers regularly to further build relationships
- Participated in the installation and testing of event processing software at client sites internationally and in the UK

Software & Technology Management

- Performed pre-sales analysis of customer requirements, and defined subsequent gap analysis to ensure a custom fit of the clients' new systems
- Demonstrated effective Project Co-ordination skills through management of multiple projects from inception to conclusion and within budgets and timescales

- Learned new technologies and understood new software rapidly and effectively to allow for fast integration and to provide training and support for end users
- Implemented, installed and managed entire computer systems and software for a fast growing bank

System Testing & Documentation

- Analysed, recreated and repaired software issues prior to delivery, by thorough manual testing methodologies to ensure swift implementation of systems and optimum turnaround of staff
- Prepared and reviewed documentation and user manuals for internal and client use requiring great clarity and accuracy. Prepared documentation blue prints for the Atlas Dot Fund Transfer product. Designed and tested a 'Model Bank' for new software to enable a basic set of configurable deliverables to be established to allow for the software to work immediately before site specific configuration was implemented
- Established test plans and test cases to ensure software performed as designed for clients and internal use

User Training

- Devised, documented and presented training sessions for clients at all levels

Employment Summary

**Sept 1998 - Oct 2007 Aleri Ltd (event processing technology)
Product Specialist / Consultant**

1987 - 1998 Bank Sepah Iran - IT Manager

Qualifications

- JEB Level 3 – Information Technology Training
- ECDL
- Product Training & Customer Care and Support
- 'A' Levels: English Literature, Economics
- Seven 'O' Levels

Technical Skills

- Microsoft Office - Word, PowerPoint, Excel, Access
- Vantive CFM (Advanced)
- Kapiti, Abraxas, Swift, Atlas Dot Funds Transfer and CLS (Intermediate)
- SQL/Unix/Solaris (Exposure)

Personal Details

Nationality: British Full clean Driving Licence

Interests

- Writing
- Website design (written own family website)
- Avid reader
- Films
- History
- Charities

References

Available on request