

## Christopher Wilson

### EXAMPLE ASSIGNMENTS

- Set-up Projects Office at Inclarity. Implemented requirements capture, bid management and project management processes.
  - Managed launch of Gossiptel consumer broadband telephony service. This included design, build, test and deployment of website and applications for support, billing, payment and customer management modules. This was achieved with many supplier dependencies, limited resources and tight timescales.
  - Managed project for implementation of a new Broadband Telephony service platform in a new data centre.
- Managed project to design a VoIP based virtual call centre solution. Project achieved reduced costs and opportunities for expansion at minimal extra cost.

### SKILLS KNOWLEDGE

- **Management** of full life-cycle of programmes and projects, from initiation to test and review.
- **Effective communication** at all levels: management, users, developers and stakeholders.
- Experience of **Infrastructure** projects using Windows XP and Server (2000 / 2003), Exchange (2003), Linux, Unix/Solaris, Cisco, HP, Firewalls, MPLS, WAN/LAN, VPN
- **Technical knowledge:** VoIP, Broadband Telephony, IP Centrex (Netcentrex Softswitch, LCR, PBX, Cisco PGW, DSL, OSS/BSS, Satellite Systems, SMS, WAP. Technologies built on ASP, Perl, C/C++/C#, .Net, SQL Server, Oracle, MySQL.
- **Applications:** Financial systems, data warehousing, web portals, helpdesk, mobile-office, supply chain, network monitoring, billing, support systems and real-time.
- **Methodologies:** PRINCE2, CMM, PMMM, ITIL, eGIF.  
**Tools:** MS Project, Word, Visio, Excel, Powerpoint.

### QUALIFICATIONS, CERTIFICATION AND TRAINING

- **MSc. European Masters Degree in Information Technology**, University of Brighton and IUT de Bayonne, France. - Oct. 1992 to Nov. 1993.
- **BSc. (Hons) Degree Physical Science and Scientific Computing**, Southbank Polytechnic, London - Sept. 1985 to Jun. 1989