

Module 3 – Preparations and practicalities  
Topic 2 – example benchmark CV

**John Smith**

**Successful and commercially-led IT Director with solid technical, operational and strategic management experience gained within the Retail sector. Familiar with UK and US business cultures and offering the following:**

- Outstanding record of project delivery
- Multi-channel - High St, Internet, Mail order
- Strong communication suited to audience
- Enthusiastic and “hands on” leadership style
- Business acquisition and integration
- Excellent technical acumen
- Business Start-up involvement
- Third Party supplier management
- Open and inclusive management
- Change management & alignment

**CAREER ACHIEVEMENTS**

**Waterstone's, a division of HMV Group PLC**

**2005 – 2007**

*Waterstone's is the UK's largest specialist book retailer, trading from more than 340 branches following the successful acquisition of Ottakar's in mid-2006.*

**IT Director, reporting to Waterstone's MD**

*Strategic and operational IT management within a Group IT framework, budget accountability of £10m+, leading a team of 2 direct reports and a department of 40.*

- Completed IT integration of 138 Ottakar's bookshops into Waterstone's in just 4 months
- Re-aligned IT function, improving engagement with stakeholders and reducing costs by 20%
- Introduced a Centralised IT model, saving £2m integration capital and on-going IT costs
- Developed technology to enable the trial of a loyalty card, increasing customer spend by 15%
- Delivery of all technical elements for the entirely new waterstones.com website
- Stabilised, improved and increased accuracy of key legacy systems & infrastructure

**HMV UK, part of HMV Group PLC**

**1997 – 2005**

*HMV UK operates from 230 stores and is the largest specialist retailer of music, DVD and games in the UK and Ireland. HMV UK delivers the highest sales and profit for the Group.*

**Head of Central Systems, reporting to HMV UK & Group IT Director**

**2003 - 2005**

*Management of two technical teams to deliver reliable and scalable IT systems and services.*

- Consolidated all core IT systems gaining operational and cost based efficiencies
- Introduced high-availability technology to ensure core IT resilience
- Deployed a secure document system to control access to sensitive company information
- Successfully integrated the HMV Group HQ into the HMV UK IT management framework



**Head of Office Systems** **2000 - 2003**

*Control of corporate IT network infrastructure, applications & delivery of effective IT support*

- Introduced PC & Intranet technology into retail outlets for first time
- Restructured & re-branded the IT function, transforming it into a pro-active IT service
- Successfully reduced head office IT/IS costs, implementing thin client technology
- Re-negotiated software licensing with key vendors to deliver IT cost savings

**IS Projects Manager** **1998 - 2000**

*Delivery of a portfolio of large IT related projects, with high business impact.*

- Led technical roll-out of the www.hmv.co.uk web portal, controlling a £1m+ budget
- Full ownership and control of the Y2K programme for HMV across the UK and Ireland
- Successfully led development of a pilot intranet system, demonstrating improved communication

**Systems Manager, HMV Direct** **1997 - 1998**

*Development and support for a newly launched HMV mail order sales channel*

- Introduced database tools to improve analysis for key direct marketing campaigns
- Implemented an e-mail customer management system for HMV's first web portal

**Staples UK** **1993 - 1997**

*A JV between Staples Inc. & Kingfisher Plc, Staples is the world's largest Office Supplies Superstore*

**Merchandise Systems Project Leader**

*Technical project delivery to enhance buying and merchandising areas of this UK-US start-up.*

- Successfully designed a pilot data warehouse system to provide accurate sales data analysis
- Developed and rolled out an EDI ordering system across the supplier base
- Implemented a changes to pricing systems to accommodate regional pricing structures

**EARLY CAREER**

- Analyst / Programmer – Norfolk House Data Ltd 1991 - 1993
- Trainee Programmer – Norfolk House Data Ltd 1989 - 1990

**QUALIFICATIONS**

- BSc (Hons) Computer Science – Leicester Polytechnic 1987 - 1991
- 3 'A' levels, 3 'AO' levels & 8 'O' levels 1980 - 1987

**PERSONAL INFORMATION**

Driving Licence Full

Nationality British

Address

