

Martin Goss

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PERSONAL PROFILE, KEY SKILLS AND EXPERIENCE

- Mature, ambitious, committed and energetic project/programme manager with true international experience and Chartered Manager status
- Prince 2 Practitioner, ITIL Foundation, Agile methodologies, MSF, MOF, UML, Object Orientated Design and Learning Tree Professional Software Project Manager accredited
- Member of Project Management Institute (PMI) and Chartered Management Institute (CMI)
- Excellent business knowledge through studying Master Business Administration (MBA) part-time
- Enjoys challenging and stimulating situations, both within work and through personal interests
- Tenacious team player displaying a thoughtful and professional approach to project management and IT implementation with a focus of on-time, on-budget delivery of high profile projects
- Vast experience of managing projects with external suppliers and internal resources
- Experienced Partner and SLA manager
- Excellent communicator used to liaising at all levels in an organisation
- Creative approach to problem solving which supports swift issue resolution
- Over 6 years experience of working on major e-commerce projects which include Infrastructure, with 8 years total experience
- Experienced trouble shooter for rescuing failed projects
- Experienced at managing projects and programmes which include change and service level management
- Good industry experience including Energy, Financial, New Media and Technology

CAREER HISTORY

Towergate Insurance Partnership

SENIOR PROJECT MANAGER – October 2007 onwards

Key Achievements:

- Implementing PMO office for all IT Projects to use following Prince 2 project lifecycle
- Resource management for all IT Operations projects, with my role being the key gatekeeper for all project initiations

Key responsibilities:

- Responsibility for all IT operations projects
- Resource management for all IT Operation projects
- Significant process improvements for Towergate Insurance Partnership

Monster Worldwide

DIRECTOR OF PROJECT MANAGEMENT – LONDON April 2007 – August 2007 (Redundancy)

Key Achievements:

- Implementing PMO office for London to support major worldwide projects
- Programme Management for European roll-out of Oracle Financials, Siebel and Business Objects

Key responsibilities:

- Responsibility for team of 4 Project Managers
- Reporting for 7 million pound budget

Microsoft UK Ltd

OPERATIONS SOLUTIONS AND PROGRAM MANAGER March 2005 – March 2007

Key Achievements:

- Delivered global Partner Management Framework for use within EMEA and ASIA with all MSN external content partners including video, music and news delivery
- Programme managed the delivery of new Security processes, Contracts and Service Level Agreements which included proactive reporting for all partners
- Awarded Microsoft Gold award in recognition of a major business change to MSN and Windows Live

- Trained 170 Account managers in EMEA on how to use and direct new framework

Key responsibilities:

- Service Management responsibility for SLA management of all EMEA partners for MSN and Windows Live
- Balanced scorecard service reviews with external mobile partners in EMEA
- Operational SLA Management
- Introduction and management of new hosting requests from EMEA countries for MSN and Windows Live
- Project management for XBOX websites in EMEA

POWERGEN (Previously TXU Energi/Eastern Energy - Energy provider to over 8 million UK households)

IMPLEMENTATION MANAGER/PROJECT MANAGER/PROGRAMME MANAGER June 1998 – March 2005

Key Achievements:

- Project managed company's first resilient web hosting solution which was managed in house
- Implemented in-house development team after influencing change of company strategy
- Delivered key website which delivered over 2 million pounds of profit in year 1 working with Iceland, McDonalds etc
- Set up IT Web steering group to oversee IT standards
- Picked up E-commerce application support and delivered immediate improvements to service
- Managed key service improvements for www.amerada.co.uk
- Completed Graduate development programme which focused on equipping managers with both commercial acumen and key inter-personal skills
- Additionally Organised and delivered joint ventures and alliances module for 40 graduates
- Launched 'East Anglian Graduate Network' with local companies including BT

Key responsibilities:

- Project manager for Powergen customer facing websites accessible by over 8 million UK customers
- Responsible for delivering improved functionality which includes customers being able to sign-up on-line and pay bills on-line
- Complete lifecycle project management on behalf of E-commerce Marketing team.
- Delivering high profile customer facing projects using Prince 2 methodology
- Controlling project budgets of £1 million+
- Negotiating Service Level Agreements with external suppliers
- Ongoing supplier management with external suppliers with spends of up to 1 million pounds
- Service reviews with internal customers
- Account management for internal customers
- Problem resolution and change management
- Manage internal web development team of 19 personnel which are split between Ipswich, Nottingham and Coventry
- Infrastructure projects implementation

MSX INTERNATIONAL (First tier services supplier to Ford Motor Company)

STAFFING SPECIALIST, Basildon, January 1997 to June 1998.

Promoted in January 1997 to a Staffing Specialist at the Ford Research site in Basildon

Key Responsibilities:

- Recruitment and selection of key engineering personnel
- Job specification preparation
- Initial CV screening and interviewing
- Providing HR advice to suppliers

Additional Responsibilities:

- Chairman of recycling committee

MSX INTERNATIONAL , Colchester

BUYER - December 1995 - January 1997

- Procuring Training, Consultancy and Research for Ford Motor Company

Key Responsibilities:

- Negotiating prices and supplier liaison
- Production of supplier performance reports

NURDIN AND PEACOCK, Colchester (National wholesaler promoting and selling Happy Shopper brand)

BUSINESS DEVELOPMENT MANAGER August 1995 to December 1995.

CHECKOUT SUPERVISOR September 1993 - July 1995

PAPERCHAIN (EAST ANGLIA), Colchester (Convenience store retail chain)

ASSISTANT MANAGER, July 1990 - February 1992.

EDUCATION/TRAINING

Open University, Cambridge April 1999 – April 2003 (part – time)

- Master of Business Administration (MBA)
- Professional Certificate in Management
- Professional Diploma in Management

Suffolk College, Ipswich September 1995 - December 1996 (Part - time)

- BA (Hons) Business Studies - HRM - 2.2

Colchester Institute, Clacton September 1993 - July 1995 (Part - time)

- BTEC Enhanced Higher National Diploma - Business and Finance - Merit

Colchester Institute, Clacton September 1991 - July 1993 (Full - time)

- BTEC National Diploma - Business and Finance - Distinction

The Philip Morant School, Colchester September 1985 - July 1990

- 9 GCSEs
- French Level 1

PERSONAL DETAILS

Date of Birth: 17th April 1974

Marital Status: Single

Driving Licence: Full, clean UK licence

Interests: Gym, Cycling, Scuba Diving, Swimming, Walking, Rally Driving, Reading and Socialising

References: Available on request