

Personal Profile:

My PASSION is IT (Hardware and Software) and Leadership with an emphasis on eLearning Development and Blended Learning within an educational context, imparting Technical knowledge using interactive Authoring. Seeking a role that is innovative and a company that is Digitally forward thinking in terms of using up-to-date Technology. Dedicated Instructional Developer experience with over 20 years experience in Training development. Use of various Pedagogical methodologies via eLearning using my Authoring Tools.

Recent CPD:

COMPTIA A+ 901/902; Prince2 Foundation; Unit 3 - Assessing Vocational Skills, Knowledge and Understanding

Current experience:

IT Trainer/Apprenticeship Assessor - Level 3: Social Media (frameworks); and Digital Marketing (New Standards - Preparing Knowledge Skills; Portfolio Evidence/Assessment Plan and the Synoptic Project towards the final Exam and End Point Assessment Interview). eLearning Development for IT Infrastructures and Networking; Leadership and Management Level 4 standards development.

Personal Ethos:

To Motivate and Build Others Whilst Passing on a Legacy of Learning.

Awarding Body	Date	Qualifications
Robust IT Training	Pending	COMPTIA A+ with NETWORKING 901/902
University of Birmingham	Pending	CertHE in Food Safety and Food Legislation
CIEH	May 2018	Occupational Health and Safety Level 3 (Intermediate) Food Safety Level 3 (Intermediate)
The Knowledge Academy	March 2018	Prince 2 Project Management (Foundation)
Wingate Training (UK) Ltd eLN Network Ltd	November 2011 April 2018	Level 3 Certificate in Assessing Vocational Achievement (CAVA) Unit 1/2 (Wingate) Unit 3 (eLN Network)
TV Training Academy	May 2015	Professional TV Presenter Training
CIEH Accredited Centre	2014	Food Safety Level 2-3 Occupational Health & Safety Level 2-3
University of Greenwich	2014	PgCert in Food Safety and Quality Management
DV8 Training	July 2011	Functional Skills Maths Level 2
BITE	November 2008	NVQ Level 5 - Diploma in Management
Royal Institute of Public Health	2007	Intermediate Certificate in Applied HACCP Principles
University of Greenwich	October 2001	PGCE in Education
Corporate Learning	1999	IT Trainer Development Programme and Video Assessment
University of East London	1998	BSc (Hons) IT with Microbiology
Northern Caribbean University	August 1995	ASc Computer Science
Huron University (London)	1995	Finite Math II
Royal Society of Arts	1986	Typewriting Intermediate Level 2
Associated Examining Board	1986	O Level English Language

CONTINUING PROFESSIONAL DEVELOPMENT

Software Skills:

Articulate 360 Suite, Articulate Storyline 3, Licensed Holder (LH), VideoScribe, Camtasia 3 for MAC (LH), Movavi (LH), Easy Sketch PRO (LH), Smart Assessor (ePortfolio), Moodle VLE, Planet Estream, eTracker Database (an FE CRM), Microsoft Office Suite (Advanced level for all): Word; Excel (with VBA); PowerPoint; Access (with VBA); Publisher; Project. Also, Visual Basic (.NET & VBA; Java); CorelDraw; Adobe Creative Cloud Suite (LH); Dreamweaver, Hot Potatoes and Quia; Virtual Learning Environment development (VLEs): LMS platforms such as: UDEMY, THINKIFIC, TEACHABLE, Learndash / TALENT LMS; Implementing AdSense and Clickbank; Wordpress Widget and Theme editing for Wordpress; Handling SCORM/Tin Can compliant files; Office 365; Sharepoint; Lyncs. AdSense and Clickbank, Wordpress Widget and Theme Development for Websites/Blogs. Use of: **SAFFRON** Hospitality Oracle Database; **Agility Helpdesk**.

Memberships: CMI, CIEH (65091) (CIEH Centre: Food Safety; H&S Up to Level 3) CIEH Affiliate Member (209170)

EDUCATION & INDUSTRY EXPERIENCE SUMMARY

eLearning Developer for Subject delivery.

- Experience of Candidate Assessing: BTEC; NVQ; AVCE; ePortfolios on SmartAssessor & OneFile
- Internal Moderation and Standardisation for qualification curricula.
- OSCA MODERATOR and Expert Lead in AVCE in Programming & Software Applications
- Communications expertise in use and implementation of Social Media and Marketing Strategies
- As an Adult IT Trainer in MOD (Ministry of Defence Sector) conducting: Training Needs Analysis; Classroom Delivery/ Setup; Technical authoring; Delivery of ICT and Business. Leading and Working with Others in: Technical Authoring; Designing material for Commercial and Bespoke Training.
- Computing Subjects delivered for over 10 years have included: Web Design in HTML/CSS: Notepad and Dreamweaver; Systems Analysis; Programming in VB.Net/VB8 and Java; Networking and Topology Theorem; Computing Mathematics; Algebra and Calculus; Assembly Language; Macro Programming and Front End form creation for: ACCESS and EXCEL; Access Database Programming/Modular design.
- Affiliate Program and Backlinks Creation/Development to monetise Wordpress Blogs and Customised Wordpress Website development for Clients. Training SMEs how to manage their web sites.

Instructional Design

- Use of Articulate 360: Storyline, REPLAY; PEEK; Articulate Storyline 3 and implementing SCORM via LMS to design and develop eLearning solution for Apprentices who required remote learning material.
- Created Online delivery method for remote learning in the workplace non-intrusive to employers
- Development of Resources using Microsoft Office Suites: Worksheets, Lesson Plans, Subject Delivery Material, Sample documents for Learners use as problem solving templates. Advanced Use of Powerpoint
- Some SEN and LLD Adult and Post 16 Student delivery and contextualised teaching methods, researched and adapted worksheets and eLearning content and Blogs for use in the classroom/client-side Training in the workplace.
- Creation of blogs/vlogs with material for students to access across satellite centres and annexes to maintain consistency of delivery. Providing files for CONSOLIDATION Tasks. Motivator

Management/Supervisor

- **House of Parliament Guest Speaker for BCA: The Caribbean Perspective – Save the Curry Industry Lobby** (July 2018)
- Interviewing Prospects and Students for Qualification suitability and Career Direction; Tutoring students to be SUCCESSFUL and filling in any gaps in their educational needs during Tutorials and Pastoral Care.
- Risk Assessment and Achievement Monitoring for FE Funding Claims and ROL.
- Supervise and Manager for small Teams and Creative Industry Project Management.
- Exam Strategist and Course Leader, Managing my own workload: Delivery and Course Scheduling process for Work-Based Learners to PASS ALL EXAMS. The Success rate was very high for Learners ● Stakeholder Liaison and Business Analysis for improved performance and Scalability for Clients
- Creation of GREAT TASTE AWARD Winning products in the Gourmet Industry.
- Some Food Inspection Consultancy for clients: HACCP; Compliance and Risk Assessment Analysis. Food Safety
- Banana Packhouse Quality Control Manager: Intakes; Shelf-Life Testing; Production Line Quality Checks; Due Diligence recording and Analysis; MAU approval; Removal of Rejected Fruit. Auditor for FBO checkups and Monitoring.
- Writing Proposals/Bids for Prospective Contracts. Fund Raising: Grants and Govt Match funding initiatives.
- Basic Book Keeping tasks for Tax Returns and NI Contributions annually as a LTDC company/Contractor.
- Managing Market Strategy: Campaigns; Funnel Building; Crisis Management Plans and Policies; Cyber Security; Data Protection GDPR Policy review and implementation; eLearning; and eSafety Policy writing. Re-branding Policies and Guidelines and employing Part-time Contract Staff. General HR Management.

EMPLOYMENT HISTORY- including Various Agency Contracts

Oct 18 to Present **eLearning Developer - One Savings Bank (Financial Regulatory Digital Training)**

- Regulatory Digital Training Developer
- End to End Design and Sign Off
- Liaising with SMEs and Stakeholders to agreed deadlines
- Implementation of Business Wide Branding Values across all digital content

Jun 18 to Sep 18 Interim Catering Supervisor – Patient Dining at Royal London Hospital for SERCO

- Manage Patient Dining Ward Based services within the hospital, and be responsible maintaining relationships with local customers and employees across the contract to resolve issues and problems
- Deputise for Catering Manager and maintain SERCO Terms and Conditions of service
- Supervising Pick/Pack staff daily to work as a team; Ward Hosts to maintain quality of service and monitoring work standards and team working
- Undertaking HACCP maintenance and Quality Assurance duties: Pantry; Kitchen; Wastage Recording; Menu Printing and modifications for Pick & Pack
- Dealing with Patient complaints at Ward level and resolving issues as they arise
- Night duty Supervision of the Catering Unit and attending Ward Level to resolve urgent Catering issues.
- An Ambassador for the Patient and Hospital representative providing customer service to patients.
- Menu Diet advice at Ward level to patients with Dietician changes to maintain a pleasant dining experience
- Resolving staff disputes and ensuring a Team atmosphere and encourage communication.
- Adhering to BRC and HACCP Standards

Mar 17 to Apr 18 IT Digital Marketing Assessor/Functional Skills - Digital Skills Solutions

- Coordinate/Delivery of Functional Skills & eLearning Project : ICT, Maths and English Lvl 2 Only.
- IT Assessor/Coach: Level 3 Diploma in Social Media for Business frameworks
- IT Assessor/Coach in Digital Marketing Level 3 on New Standards preparing learners Knowledge skills; Synoptic Project and Portfolio for End Point Assessment.
- Monthly visits and Training Sessions Off the Job for All Apprentices. Business Liaison Ambassador for DSS

Feb 13 to Mar 17 Computer Science Lecturer/Functional Skills

(Overlapping Lecturer Contracts for: Havering College, Uxbridge College, Bromley College, Epping Forest College, Barking & Dagenham College)

- Delivery of BTEC National Diploma in ICT modules
- Delivery of Functional Skills: ICT, Maths and English Lvl E1 to Lvl 2 (ALL SUBJECTS)
- Blended Learning and eCourse Development in Articulate, Replay, RISE, Authoring Tools.
- Administrator of Moodle VLE online resources for subject delivery as the SME
- Use of technical authoring tools and techniques in teaching and assessing
- Utilised and developed an eLearning opportunity for remote Learning.
- Checking Framework requirements; Developed Functional Skills Assessment and Auditable system for 1:1 and Workshop Delivery with regular Progress Reviews in the Workplace.
- Developed strategy for Fast Tracking Learners to build success rates
- Development of Quality Files and processes for Functional Skills Apprenticeship Learner Journey
- Liaison and Relationship building with Employers as an Ambassador for the College
- Apprenticeship ACE Award Claims and Funding Analysis for Learners: Timely/Untimely
- Use of Student Learning Records for Resolving Issues
- Conducting Audits for Functional Skills System to ensure all evidence required in place
- Risk Assessment and Achievement Monitoring
- Smart Assessor administration and assessing tool to communicate with Learners; Assessors; and Employers to feedback tracking and improvement notices.
- Supporting Learners who need to implement concepts learnt in the workplace and exam revision
- Booking Exams/Establishing Learner Programme Status and whether to be Fast Tracked
- Completing Learners to ensure Budgets and Funding claimed within framework period
- Training Needs Analysis; Classroom Delivery/Setup; Technical authoring; Delivery of ICT and Business.
- Leading and Working With Others in: eLearning delivery for Commercial IT Software Training.

Oct 09 to Jul 13 Business & Computing - Visiting Lecturer

(DV8 Training; South Essex College; Waltham Forest College; Shooters Hill College)

- Delivery of ICT units essential to Level 2 Diploma in Business; Personal Development and Confidence Building. Also, delivery of Equal Opportunities and Understanding Diversity.
- Delivery of Functional Skills in ICT; Mathematics and English – L1 and L2.
- Exams Administration and Management via OCR Interchange. Managing all Exam Administration for my group and assisting other lecturers in managing their entries for all attending students.
- Planning and Curriculum Development for Functional Skills Mathematics and VB.Net Programming
- Preparing materials for Microsoft Office 2007 software applications suite
- Delivery of pilot scheme - Functional Skills
- Delivery of BTEC Units in Programming, Advanced Web Design, Networking, Project Management.
- Lecturing and Candidate Assessing. Good Ofsted feedback: impromptu inspection in my 1st week at SHC.

Jul 09 to Oct 09 Personal Advisor / Basic Skills Session Trainer (CDG, Agency Contract)

- Basic Skills delivery in Numeracy and Literacy to UNEMPLOYED Clients
- Managing an agreed caseload of programme participants on 13 week programmes
- Complete all Initial Assessments and Individual Learning Plans and other documents for customer files
- Arranging work placements for customers and advising on career progressions and interviewing for jobs
- One to One support to customers who need to find employment; placing them into work/on courses
- Liaising with the Employability Assistant in regards to new starts on Nominal roll and signing off customers
- Vacancy referrals; preparing customers for pre-screening and interviews; and CV writing
- Managed, at short notice, non-compliances for a Funding 'At Risk' Inspection. Successful compliance restoration and Contract was no longer at Risk. A successful outcome was achieved to save the H2H (Hardest to Help) contract at CDG.

Sep 08 to Jun 09 Visiting Lecturer in ICT - Uxbridge College

- Key Skills Delivery for: Literacy, IT and Numeracy (Application of Number with some Calculus)
- Delivering and Developing Material for: Web Design; Systems Analysis; Networking and other BTEC IT modules on the BTEC First and BTEC National general and Programming pathways.
- Role involved Lecturing and Candidate Assessing. During Ofsted Inspection I was observed and the Observers' feedback to me directly was "EXCELLENT" whilst at Uxbridge College (Department Ofsted Grade = 1).

Nov 07 to Aug 08 Basic Skills/IT Trainer Roles and Lecturing or Supply Teaching (Agency Contracts)

E2E (Entry to Employment) Training for young people either Convicted; Awaiting Conviction; or Recovering from Spent Imprisonment Terms. IT; Confidence; Personal Development; and Comprehension Training; Basic Skills in Numeracy and English; ESOL Training; IT Software Training; General Supply Teaching

Aug 01 to Oct 07 Newham Sixth Form College (Tutor/Lecturer/Commercial IT Trainer)

Subject specialisms (AVCE/BTEC/GNVQ curriculum development): ICT; Computing; and Business

- 14-19 yr old: Applied ICT; BTEC and A-Level in ICT and BTEC Business First Diploma and Schools Link programme development and implemented for Vocational ICT (04/06)
- Commercial Training: Beginners; Intermediate; Advanced (Microsoft, Bespoke software and CLAIT).
- Expert Lead and Trainer on projects such as: Sure start; NHS; Local Government; and the general public.
- Also delivered Bitesize courses for which I developed resources to meet specific Curriculum Objectives.
- Training Needs Analysis; Classroom Delivery/Setup; Technical authoring; Delivery of ICT and Business.
- Interviewing and Tutoring. Leading and Working With Others in: Technical Authoring and designing material for delivery of Commercial Training and bespoke training. Used Moodle, Quia, Hot Potatoes.
- **Edexcel OSCA moderator for NewVlc - Programme Leader for AVCE**
- **Value Added** recording and tracking of Learning.
- **PGCE Mentor** for Technology Department at NewVlc for Beginning Teacher on the PGCE (PCET) programme at Institute of Education. My **Mentee successfully passed** and completed his PGCE.
- Member of PGCE (PC) Course Committee at The Institute, London EC1 (2004/2005).

Sep 94 to Jul 01

- **SAP Project Assistant** for a Stationery Company with Buy-in of 6 companies to roll-out SAP for their Sales and Marketing function and Data Warehousing project to Manage Packing and Picking. **Executive PA** to IT Directors attending all Steering Committees; Senior Management and Chairman Briefings
- **Database Management:** Maintenance of system using: dBase 3+ and FEFC funding Management and Database Reconciliation
- **Documentation Management/Executive PA Secretary to Design Director:** Jubilee Line Extension Project at 30 South Collonade, Canary Wharf & Canning Town sites; Drew the Jubilee Line Extension design for London Underground; Typical Audio Secretarial duties which included Change Management and Risk Management Administration and Scheduling; Liaison with Civil Engineers and Negotiating Blueprints and RFIs between JLEP and External Civil Engineers; Winding down project Stock Management.
- **Executive PA Secretary** for various Industries: BT Legal; Insurance Brokers; Solicitors; Surveyors; Property Management; The Queens Estates - St James Park; UNISYS; Pagoda Books Publishers; Advertising; Computing Consultants, NHS, PCTs (Primary Care Trusts), Hospital Consultants, etc....
- Night Duty **Cheque Reconciliation Clerk for TSB Bank** in London Bridge clearing house; Credit and Debit Cheque Reconciliation and Encoding duties; Pilot Time & Motion studies Candidate.
- Computer Lab Supervisor and Business Manager. Ran a Typing Service to raise money for the Lab
- IT Helpdesk for Greenwich University - Student Portal **First Line Support**