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Areas of Expertise:

Contingency Planning	Business Continuity Management
Technical Project Management	Project Implementation
Process Analysis/Management	Service Delivery Management and CRM
Problem Analysis and Resolution	Database Design
System Design	Application Design / Implementation
Customer Support	Training/Facilitation
Performance Monitoring / Tuning	Procedure Writing (inc. Technical Author)
Volume and Infrastructure Testing	WAN/LAN Design

Employment History:

Jan 1990 – Ongoing. Freelance IT Consultant through SueDon Ltd

- Solutions Architect – Greenwich School of Management Aug 08 – Ongoing
- Technical Architect - Serco Jun 08 – Jul 08
- Technical Architect - Siemens IT Solutions and Services Limited Jul 07 – Mar 08
- Business Continuity Project Manager - Reuters Apr 07 – Jul 07
- Technical Architect - Siemens Business Services Aug 05 – Apr 07
- Business Continuity Review – Interserve*fm* Jul 05 – Aug 05
- Business Continuity Project Manager – Barclays Bank Jan 05 – Jun 05
- Project Office Manager – Vodafone Mar 04 – Jul 04
- Technical support and IT consultancy to a number of small companies Oct 02 - Ongoing
- Business Continuity Analyst - Ericsson Global Information Systems Apr 02 - Sep 02
- Technical support and IT consultancy to a number of small companies Jun 01 - Apr 02
- Technical Project Manager - Ericsson Eurolab Deutschland Oct 00 - May 01
- Business Continuity Manager - Ericsson Mobile Communications Ltd May 99 - Oct 00
- Technical Support - Redwoods Estate Agents Sep 98 - Ongoing
- Systems Manager/Oracle DBA - SEQUENT/Racal-BRT/Racal Telecom Apr 95 - May 99
- Systems Support Manager - UNISYS Jun 94 - Mar 95
- Unix Systems Manager/Oracle DBA - MAFF in Guildford Apr 93 - Jun 94
- IT and Unix Systems Manager - Central Vet. Lab. (MAFF) Nov 92 - Apr 93
- Unix Systems Manager/Oracle DBA - MAFF in Weybridge July 92 - Nov 92
- Unix Administrator - National Grid Feb 91 - July 92
- Technical Support Consultant and Product Trainer - UNIFY Corporation Jan 91 - Feb 91
- Application design and build - ISICAD Ltd Nov 90 - Jan 91
- Technical Support Consultant and Product Trainer - UNIFY Corporation Sep 90 - Nov 90
- Application and DB design and build - National Westminster Bank Feb 90 - Sep 90
- Application and DB design and build. Tech Support - Greenwich College Sep 85 - Ongoing

The roles are predominantly based around the client's internal servers, the applications and databases they hold and serve, and the infrastructure around them. Areas of responsibility include:

- Infrastructure design and implementation
- Service delivery
- Capacity planning and monitoring
- Disaster recovery planning and implementation
- Business continuity
- Operating system management and support / Systems Administration
- Database management and support
- Process and procedure design and documentation
- Systems integration and testing

European OEM Support Manager - Micro Focus - Aug 89 - Jan 90

Micro Focus products are ported to all the major UNIX and UNIX like machines currently being produced. My role was to head the OEM support team. The team's task was primarily to support the manufacturers and secondly to support end users. My main task was to resolve several long-term issues with the product and a number of European Unix Systems OEMs.

Within the first six weeks I cleared the vast majority of the "long-term issues" that had plagued their work. The remainder had been identified and were awaiting code fixes by the development team.

Technical Support Consultant - UNIFY Corp - Apr 88 - Aug 89

Unify is the author and supplier of UNIFY RDBMS and ACCELL; ACCELL is a 4GL and integrated development environment. The software runs under UNIX and UNIX like systems.

I was the first technical support person in the UK organisation, which latter grow to four. The UK support team had a problem clear up rate 5 times higher than that of the US organisation. I was asked to start up a Unify training Company in the UK; however I wished to stay more on the technical side.

Senior Systems Engineer - Northern Telecom Data Services (Europe) - Oct 85 - Apr 88

Member of the operating systems and languages support team, part of NT's European support group. The role of this group was to isolate and fix problems reported from NTDS's offices in various countries. The post involved European travel.

I often tasked with visiting client sites when the local support and sales teams had given up and I never failed to get the customer up and running and more importantly retain the NT equipment.

Software Support Manager - Advanced Data Systems - Mar 85 - Sep 85

Advanced Data Systems was a dealer for a variety of computer hardware and peripherals.

I was brought in to support their (very unhappy) customers, this I did, although there were major problems in that few of their sales staff knew about computer systems. I saved a number of major contracts by redesigning the systems that had been supplied.

Technical Support Manager - Larknet Ltd - Feb 83 - Mar 85

I started as a COBOL PROGRAMMER, but with a bias towards operating systems. I moved in to support after about 1 year of coding and went on to become TECHNICAL SUPPORT MANAGER 3 months later.

I took the support department from being a major overhead to being a revenue earner. The support department also ended up selling more hardware than the sales team.

Voluntary Work:

LEA Governor at a local primary school serving on the Premises (chair), Finance.

Qualifications:

Prince2 Foundation

Post Graduate Certificate in Education – Birmingham Polytechnic

BSc Chemistry – University of Aston in Birmingham

'A Level' in Chemistry, Physics, Mathematics, General Studies.

Hobbies and Interests:

Target Shooting. Hon. Sec. of HP Shooting Club. Shoot captain of MMCPSS.

Reading Science fiction and Science fantasy books.