

Alan Spencer's Curriculum Vitae

NAME: Alan Spencer
NATIONALITY: British
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EMAIL ADDRESS: alan@alanspencer.com
EDUCATION: B.Sc. in Electronic Engineering (equivalent)
PROFESSIONAL QUALIFICATIONS: Chartered Engineer (C. Eng., M.I.E.T.)
Institute of IT Training (MIITT)
Prince 2 Project Manager (O2 course)
CCNA Course
SC Security Clearance (Global Crossing)
MAIN ROLES: Telecom & IT Consultant; Technical Designer
Programme/Project Manager; Technical Trainer

KEY SKILLS AND ACHIEVEMENTS

- Worked in the IT and telecoms industry for over 25 years and has worked as a Technical Designer, Programme/Project Manager and Business Analyst.
- Experienced in many areas including, Ethernet LANs, WANs, Desktops, IP and MPLS Networks, Contact Centres, Desktops, Transmission (SDH/WDM), Telecom Networks (VoIP/IPT), Unified Communications, Next-Generation Networks (NGNs) and Fixed/Mobile Convergence (FMC).
- Managed contracts involved in system design, software systems, OSS/BSS systems, infrastructure design, transmission design, network planning and upgrade, network implementation, delivery, business change, major roll-out and migration programmes, product development, relocations and website design.
- Experienced in procurement, bids and tenders, regulation and standardisation, RFP/RFI/RFQ/ITT/SLA processes and evaluation, vendor/supplier selection and procurement, negotiations, cost analysis, organising and chairing meetings and report writing.
- Project management involving writing, tracking or managing PIDs, Change Requests, Contracts, Business Cases, Contract Change Notes, Prince 2 Project Structures, Financial Planning, Modelling, Project Plans, Risks and Issues, Lessons Learnt, Penalty Clauses, Consequential Damages, Service Credits and Service Level Agreements.
- Experienced in Oil & Gas Process industries (with Fluor, BP and BOC - five contracts in total), FEED, PMC, tender and EPC phases of contracts. Networks and equipment including PBXs, Local Exchanges, PA Systems, Intercom Systems, CCTV Systems, Microwave Systems, Satellite Systems, Fibre Cable Systems, Copper Cable Systems, Structured Cabling, LANs, WANs, Routers, PCs, HDSL, ADSL and other line transmission systems, Signalling Protocols (ISDN, DPNSS, QSIG, etc.) and Wireless/Radio Systems.
- Worked as a freelance trainer and course designer and has provided over 300 training courses within the IT and telecoms subject arena as well as some soft skills training.
- Reported to all levels of management and been involved in simple tree structures and matrix management as well as internal and external customer-facing projects.

PROFESSIONAL WORK HISTORY

October 2009 - present **O2** **Network Design Engineer**

- Produced high-level designs and feasibility assessments for five projects, as below:
- (1) Inbound Enhanced Telemarketing Services
- (2) SIP Trunking and Hosted IPT Voice
- (3) VPN Managed Network
- (4) Fixed-Line Business Broadband
- (5) Digital Leased-Line Services

May 2009 - July 2009 **BT Global Services** **Technical Design Authority**

- Controlled the design, upgrade, integration and roll-out of 15 call centres for Yell with technology based on Genesys, Witness (Verint) and Nortel (CS1k and CC6).
- Generated and produced all design documents, debated and advised on all three applications on behalf of BT prior to, during and following implementation.
- *Note: As part of BT Global Service's plan to recover from a declared substantial loss, all contractors were given notice in early June*

December 2007 - May 2009

Global Crossing

Senior Technical Project Manager

- Controlled the roll-out of a major worldwide project for the British Council.
- Upgraded the core network infrastructure (based on H.323 Cisco network) and connected 220 PBXs to provide a private voice and data network for the British Council.
- Migrated PBXs (involving replacement or upgrade) so they can be connected to the core network.
- Controlled design so as to meet MOS and GoS service levels as specified in the contract.
- Managed installation or upgrade of satellite/VSAT and terrestrial connections to connect overseas sites.
- Used Prince 2 structure with matrix management, stakeholder management, change management and budget and expenditure control.

**January 2008 - March 2008
(parallel project)**

UNHCR, Geneva

Independent Assessor

- Assessed bid responses and carried out technical due diligence for six vendors in the supply of a managed global network supporting voice and data communications from all UNHCR offices worldwide.
- Analysed responses and produced report/presentation for the UN on recommended for project award.
- Acted as the only totally independent assessor for the project.

June 2007 - December 2007

Easynet

Senior Technical Project Manager

- Controlled the design, procurement and implementation of three major projects, as below:
- (1) FeatureNet replacement and migration to IP Centrex for 8,500 corporate users based on Nortel CS2k and CS1k. Mobility product package for the mobile workforce including Outlook contact synchronisation, click to dial, find-me follow-me, unified communications, voice mail, collaborative conference bridging and connections via WiFi, GSM and GPRS.
- (2) Core network infrastructure for a worldwide network of 60 video telepresence Polycom RPX and HDX suites. Design and implementation of a Cisco MPLS network with Polycom bridges (MGC/RMX), gatekeepers (SE200, Path Navigator) and firewalls (V2iU) as well as a central VNOC (videoconference network operations centre) to control and book conferences. Prince 2 structure with matrix management, stakeholder management, change management and budget and expenditure control.
- (3) FMC project including mobile extension and mobile convergence with CS2k network for 8,500 corporate users.

January 2007 - June 2007

**Department for Work
and Pensions (DWP)**

Technical Design Authority

- Controlled the design of the IT and telecommunications design, roll-out, testing and implementation of a new and migrated enterprise converged networks featuring Nortel CS2ks, IPT, Genesys, Siebel, CTI, IVR, call recording, workforce management and IP Contact Centre strategies.
- Detailed future telephony services which conform to DWP Enterprise IT Architecture.
- Worked with BT, Accenture, EDS and Deloitte on the management, specification and costings of the projects.
- Aligned the telecommunication network services across Jobcentre Plus and Disability and Carers Service to ensure technical solutions fulfil business requirements.

January 2006 - December 2006

Sky Network Services

Head of Voice & Switching

- Controlled the architecture design, vendor selection and implementation of the Easynet/Sky next-generation voice and broadband network.
- Design using soft-switches, SBCs, customer gateways, interconnect/trunk gateways, DSLAMs, MSANs and media and video servers to implement a totally new network for Sky residential customers and Easynet corporate customers.
- Design supported IP VPNs, broadband telephony, IP Centrex, Nortel/Genesys/Avaya contact centres, VoD, CPS, NTS, standard voice inbound and outbound services as well as customised Sky STB services.
- Broadband services based on LLU, WLR, baseband POTS and IADs.
- Platforms and services based on IMS, SIP, H.248, SIGTRAN, MPLS, next-generation SDH, VoIP and a new router and switch network.
- Wrote RFQ technical specification and scoring matrix.
- Assessed vendor responses, handled clarifications and negotiated costs and services.

- Carried out vendor assessment and analysis and testing of NGN components.
- Rolled-out and accepted full NGN network and the delivery of all services.

September 2005 - December 2005

BOC Group

IT Feasibility Consultant

- Prepared a strategic report for a worldwide corporate next-generation IP network for the BOC Group including all data (including email), voice, audio and video conferencing, video telephony, messaging (web-based) and call centre services (including ITIL v3 best practice for IT service desks) plus FMC and cost-reduction strategies for mobile/Blackberry.
- The short-term project involved; analysis of existing facilities, assessment of facility growth, identification of new services (such as desktop video telephony and chat), development of a staged roll-out and migration strategy, preparation of financial justification for plans including identification of benefits and risks, identification of suitable vendors and their capabilities/weaknesses, obtaining budgetary quotations and producing a final report.
- Made presentations to BOC Group director level for acceptance of report.

March 2005 - September 2005

Cable & Wireless

NGN Design Engineer

- Produced the architecture design and specification of Cable & Wireless's next-generation network (NGN).
- Designed to replace all the current networks and services, including the TDM voice network and to migrate all customers (including Energis customers at a later stage) onto a single converged network.
- Carried out study to determine the layout and structure of the existing network and the numbers and types of customers, including the customer specific access signalling systems and interface requirements.
- Wrote RFQ technical specification and scoring matrix.
- Scored vendor responses, handled clarifications and carried out vendor assessment and analysis.

October 2004 - March 2005

BT

Delivery Manager

- Coordinated the voice services designs and delivery of BT's 21st Century Network to replace all the current BT networks and services, including the PSTN.
- Worked on the design and roll-out of converged platforms (iNode and Metro Node) and services based on SIP, MEGACO/H.248, SIGTRAN, MPLS and VoIP class of service definitions and protocols.
- Involved in the signalling translation of current signalling protocols (DASS2, QSIG, ISDN, DPNSS, SS7, V5.1/2, Frame Relay and ATM, etc.) into IP-based signalling (including SIP, SIP-I, SIP-T, SIGTRAN, H.323, MEGACO/H.248, etc.) and IP interconnect with other carriers.
- Involved in the initial multi-vendor trials and the migration design for the Cardiff area initial rollout.

December 2003 - October 2004

Capita Group

Project Consultant

- Designed, specified and deployed the IT and telecommunications infrastructure for the new grandstand for Ascot racecourse.
- Evaluated Nortel, Avaya, Alcatel, Cisco and BT offerings on converged voice and data systems (including WiFi and TV distribution).
- Produced detailed design specifications, migration and roll-out designs and wrote the invitation to tender documents (RFP/RFQ).

August 2003 - December 2003

Fluor

Senior Telecoms Engineer

- Designed and planned the telecommunications infrastructure for a gas field processing plant in the Abu Dhabi area of UAE.
- Carried out system design, scope of works, tender documents, clarifications, bid evaluation and awards.
- Negotiated with Etisalat (national carrier) for the supply of telecommunication services.
- Procured and organised the installation and acceptance of operational systems and staffing.
- Liaised with suppliers, contractors and accountants.

February 2003 - August 2003

Unisys

Project Manager

- Upgraded a managed voice and data network managed service (leased lines, ADSL, HDSL and telephony - some IP based) for Hampshire County Council schools, libraries, other education and health establishments.
- Carried out consultation on network design, changes, planning, analysis, work scheduling, forecasting

and modelling.

- Worked on major changes so that margins could be increased by reductions in operating costs without effecting service levels.
- Prince 2 structure with matrix management, stakeholder management, change management and budget and expenditure control.