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Personal Statement

I have extensive experience in IT consultancy working on multiple projects of varying size. I am highly motivated with strong project management and communication skills. I have a proven track record in ensuring successful implementation of software solutions working from start to finish on a project including providing key input into the requirements definition, the development process and the implementation strategy. My holistic approach ensures that projects are delivered in line with the business requirements and all parties are fully engaged throughout the process.

Key skills

- Preparation and presentation of materials to support service delivery and engagement. This includes management reports, project communications and regular status updates.
- Analytical skills to identify changes to business process and possible service delivery risks.
- Establish and maintain strong professional relationships with clients and stakeholders.
- Preparation of project plans covering key milestones, tasks and dependencies.
- Planning, prioritising, problem solving, and communicating to deliver business as usual service.
- Software testing to deliver quality assurance and work within safety framework.
- Creation of process flow diagrams and standard operating processes to support business changes with a view to creating efficiencies.
- Management, recruitment, and training of staff in key service delivery roles.
- Excellent interpersonal skills to deal with queries from suppliers, users, commissioners and colleagues.

Experience

Stakeholder Engagement

- Area Manager role to support the use of Coordinate My Care (CMC) in London across numerous CCG's. As part of this work I was required to attend CCG level and locality meetings and promote the work of CMC. The objective was to sell the benefits of the CMC service which was often met with resistance and challenges.
- Facilitated Design Council Workshops to enable stakeholders to have input into the design of the new CMC system user interface.
- Delivered a national training program for the National Women's Federation Institute rollout of new online membership application.
- Ongoing work with a number of Trusts in London to engage them to use CMC third party interoperability options to enable improved access to the service.

Requirements gathering/business analysis

- Worked with a software development company to gather requirements for a number of client contracts. Conducted requirement gathering workshops with key stakeholders to fully understand requirements. Outputs were to produce requirements document and data model for use by development team to deliver bespoke software application.
- Undertook consultancy work with Museums Libraries Archives London to assist in the requirements gathering for a new CRM system.
- Contracted by Milton Keynes Voluntary Sector Council to undertake a training needs analysis to evaluate digital maturity of a number of their member organisations.
- Implementation of a new financial software solution to enable legal publishing organisation to administer services which included subscriptions, warehouse management of publications and event management.
- Assisted small start up in creating new network environment to enable flexible working.
- Facilitated the redesign of website at Legal Action Group to enable publishing team to manage their own content and reduce dependency on external technical skills.
- Participation in user acceptance testing, creation of test scripts and incident investigation in Development Manager role at CMC.

Project Management

- Organised annual Circuit Rider conference for the London Advice Services Alliance. Oversaw project from planning the agenda, identifying and communicating with speakers, organising venue and managing attendees.
- Oversaw office refurbishment project to enable organisation to create a more interactive staff profile removing silo working practices and also to meet new Health and Safety legislation.
- Managed numerous client accounts for software company. Role included first point of contact, first line support, and implementation of key software upgrades, including provision of documentation and client walkthroughs.
- Part of delivery team rolling out CMC in conjunction with the “111” service in London. This included managing third party dependencies, sending out communications, IG management, ensuring provision of access credentials and meeting training targets to deliver a safe go live. Additionally providing both verbal and written status updates on project status for each locality.
- Managed the delivery of moving software suppliers by preparing project plans which covered key milestones, tasks and dependencies.

Management

- Provide leadership and support for managing change within the organisation
- Introduced new processes and reporting to facilitate feedback and efficiency enhancements to significantly improve helpdesk profile at CMC.
- Member of the Senior Management Team tasked with the aim of setting out a credible and achievable strategy.
- Member of many interview panels to ensure engagement of the best individuals to meet job specification.
- Service delivery of 24/7 access to clinical application. Managing the daily operational aspects of the IT service and coordinating resources within the team to manage tasks delivery.
- Participate in lessons learned exercise to understand key outcomes, issues and identify further risks. Provide recommendations and manage through process of issues, risk and hazard log to enable effective learning and mitigate future problems.

Communication

- Provide key input into organisation’s communications strategy with the focus on how technical tools can be used to raise profile and engage feedback.
- Production of numerous bulletin communications and presentations through the delivery stage of the CMC project to ensure visibility of key enhancements to users and commissioners in the NHS.
- Liaise with and act as first point of contact for suppliers and third party system suppliers to enable collaborative working.
- Engagement with a diverse range of stakeholders from senior level clinicians to managers, administrators, technical and non technical staffing groups.
- Facilitation of client walkthroughs on technical implementations to various audience sizes.

Education

Oct '91 - Jul '94	Middlesex University	BA (Hons) in American Studies with History Grade: 2:1
Aug '93 - Dec '93	State University of New York	Semester program of study passed with Distinction
Sep '84 - Jul '91	Broomfield School	3 A-levels, and 8 GCSE's

Training

Nov '00	Happy Computers	MS Project 2000
Jul '99	John Ellis & Co	Crystal Reports 7
Jun '99	WIT	Advanced Word 97
Apr '99	Compumaster	Troubleshooting & Upgrading PC's
Feb '99	AC Interskill	Excel, Access, Powerpoint and Outlook
Sep '98	Learning Tree International	Server Management, Policies, Profiles and Registry
Jul '98	Learning Tree International	MS Access Applications Development