



# Curriculum Vitae

## Personal

Name	Nicholas Williams
Address	12 Dilmore Lane, Fernhill Heath, Worcester WR3 7TE
Phone number	07446190716
Email	n.a.williams@outlook.com
Date of birth	02-08-1986
Nationality	Male
Website	<a href="https://nawilliams.co.uk/">https://nawilliams.co.uk/</a>
LinkedIn	<a href="https://www.linkedin.com/in/nicholas-williams-11395374/">https://www.linkedin.com/in/nicholas-williams-11395374/</a>

## Profile

I am a highly motivated professional with a first-class honors degree in computing who has been consistently praised as a team player and results-driven by my co-workers and senior management. Over the course of my career, I've developed a skill set directly relevant to the role you are hiring for, including Leading a development team, strong technical experience, understanding of big datasets, extensive experience working with data in the Housing and Education sectors, amalgamating data sets both from internal and external data sources, data quality checking and a track record of providing complex solutions through software to the business. Overall, I have consistently demonstrated these abilities in many aspects of my work experience and as a contractor at Cheltenham Borough Homes.

Additionally, I have a wealth of experience in the design and deployment of cloud infrastructure and services, following security standards and using a policy-driven approach, such as ISO 27001. I have a keen understanding of business and how software packages can support business. I am highly motivated to provide automated solutions to business where possible, providing both a user and technical view on customer challenges.

## Experience

Dec 2020 - Present	<div><div>DATA ANALYST CONSULTANT</div><div><i>CHEL TENHAM BOROUGH HOMES, Cheltenham, UK</i></div><div>Working closely with IT, Business Support, SIP business partners, and senior members from Leadership Team and Direct Managers group towards the agreed business plan.</div><div>Influencing key decisions for the business, including recommendations for the enterprise reporting tool to be used and analysis of competing products. Working with key stakeholders to ensure reporting tool delivery throughout the organisation of 180 staff.</div><div>Working with key housing data from the QL Housing Management System and enhancing with external data - such as the Index of Multiple Deprivation (IMD), the National Statistical Postcode Lookup (NSPL), and Experian mosaic data to provide insight.</div></div>
2020 - Present	<div><div>ACADEMIC CONSULTANT</div><div><i>Roehampton Business School, Roehampton</i></div><div>This role provides technical validation of university-level modules, to identify whether modules are up to date/fit for purpose in a technical sense and, for those requiring work, to provide feedback explaining how they should be updated. Customer quote: "<i>It is of course level with our expectation based on your earlier fine work for the revalidation for the BSc Digital and Technology Solutions Degree Apprenticeship which you undertook for us in the Autumn.</i>"</div></div>
Nov 2019 - Nov 2020	<div><div>BUSINESS DEVELOPMENT MANAGER</div><div><i>AQUA PROTEC LTD, Redditch, UK</i></div><div>Working with key stakeholders to support the sales strategy. Involved in project management of projects</div></div>

from inception to deployment and execution. Writing and submitting high value tenders, assembling quotations, and creating technical pricing documents to refine processes.

Sep 2013 - Aug 2019

## SYSTEMS ANALYST

*CLEARVIEW SYSTEMS LTD, Worcester, UK*

Working with enterprise software solutions (Clearview Strategy & performance suite and Clearview reporting (CXAIR), Power BI) to design, implement and deliver specified solutions with clear graphical visualizations.

### Key responsibilities

- Working with key stakeholders to define project requirements
- Project / release planning and lead role in the development team
- Providing internal / external training on enterprise business intelligence software (CXAIR)
- Providing high level, complex business reports to stakeholders and clients
- Working with stakeholders to ensure technical compatibility and user satisfaction
- Analysis of big datasets and data within the housing sector
- Creating specific indexes of data with Structured Query Language (SQL)
- Fire Marshall & First aider responsibilities
- Assisted with various corporate research projects
- Management of the apprenticeship program including line management

### Key Achievements

- Providing analysis of business data with enterprise reporting software
- Analysing clients' existing systems and business models
- Delivering technical training to 300+ professionals across multiple companies with high feedback scores
- Management of development & internal projects and leading the development team
- Line management of placement students

Sep 2013 - Present

## FOUNDER

*EDUCATION HOST LTD, Worcester, UK*

Managed Web Hosting as a Service, infrastructure, supporting resources and stakeholder support. Provided to universities & business across the world. Providing management interfaces for key stakeholders.

### Key Responsibilities

- Planning, Strategy and Financial management
- Management of physical CENTOS Linux servers, including provisioning of virtual environments, networking equipment installation and setup (DrayTek/Net gear) and backup solution design and implementation
- Delivery of a marketing strategy over different mediums
- Provision of first, second- and third-line customer support to over 6000 customers over a four-year period, circa 150 tickets per month
- Delivering solutions to strict budgets, deadlines, and service level agreements with both internal and external stakeholders
- Providing integration activities through the creation of a technical support platform and associated documentation
- Implemented new quality assurance initiatives to increase service reliability and customer satisfaction.
- Major incident resolution

### Key Achievements

- Provisioned and designed automated services and infrastructure for thousands of active users
- Hosted the 'Heritage in Minecraft' servers for the Infirmary Worcester
- Multiplied turnover by a **factor of 30** in a four-year period

Sep 2013 - Jun 2014

## LAB MANAGER

*WORCESTER BUSINESS SCHOOL MEDIA LAB, Worcester, UK*

Management of around ten students within a startup initiative within the University of Worcester. Offering web design, Mobile App Development, and print services.

# Education

Sep 2012 - Jun 2016



## BCS COMPUTING

UNIVERSITY OF WORCESTER, Worcester

Demonstrating a passion for knowledge over a variety of subjects with an aptitude towards learning new skills. The University of Worcester provided an opportunity to learn and take part in extracurricular activities.

### Module breakdown and grades

#### Year two

- Mobile applications development (30 credit module) / **A**
- Database management systems (15 credit module) / **B**
- Interface Analysis (15 credit module) / **A**
- Networks in Organisations (15 credit module) / **A-**
- Systems analysis & design (15 credit module) / **B+**
- Web Authoring and design (15 credit module) / **A-**

#### Year three

- Elements of computer science (15 credit module) / **B-**
- Cyber Security (15 credit module) / **B+**
- E-Business (30 credit module) / **A**
- Advanced web app development (30 credit module) / **A-**
- Computing Project (30 credit module) / **A-**

#### Key Achievements

Graduated with a First class with honours in Computing  
Institute representative for the Worcester Business School in year three, managing 8 Student Academic Representatives  
Awarded the Titania Cyber Security Award for computing research project  
Academic scholarship in year two for highest academic profile across the university  
Development of a full web application, using HTML, CSS, PHP and SQL technologies in a short time frame.

# References

References available on request.

# Skills

Enterprise Reporting (CXair, Power BI)	<div><div></div><div></div><div></div><div></div><div></div></div>
Consultancy	<div><div></div><div></div><div></div><div></div><div></div></div>
Housing Data	<div><div></div><div></div><div></div><div></div><div></div></div>
Web Hosting	<div><div></div><div></div><div></div><div></div><div></div></div>
Infrastructure design & deployment	<div><div></div><div></div><div></div><div></div><div></div></div>
Linux	<div><div></div><div></div><div></div><div></div><div></div></div>
Education Data	<div><div></div><div></div><div></div><div></div><div></div></div>