

RANDALL J. NOVAL

Nationality: American residing in King's Cross, London	p: +44 02081 338 765 (UK) m: +44 07598 931 839 (UK)	Current HSMP Tier 1 Visa Certified PRINCE2 Practitioner
Full clean Driving Licence	rjnoval@gmail.com	

SUMMARY	An adaptable PM with 10 years experience delivering mid-size technology projects with experience includes infrastructure projects, data and application migration, new technology implementations and more.		
PROFILE	<ul style="list-style-type: none"> • Looking to be an agent for company growth & a catalyst for positive change by incorporating appropriate new & emerging technologies. • Highly motivated technology and business manager with proven success in engaging and managing highly skilled technical teams to design, implement and support business systems enabling corporate growth • Highly organized self-starter with strong interpersonal skills, experience liaising with all levels of staff and attention to detail • Possesses the hard and soft skills to effectively enable successful projects across multiple departments, 3rd parties and external clients • Fully conversant in website development, enterprise systems and social media amongst many other technologies • Ability to deliver high-quality, user friendly solutions on time and on budget • Bachelor's degree in Computer Science and MBA in Finance / International Business • Current HSMP Tier 1 Visa good for UK employment thru November 2011 		
TECHNICAL EXPERTISE	MS Office (Word, Excel, Powerpoint, Access, Project, Outlook), IE, FireFox, email, usenet, FTP, OSS, database, CMS, PHP, XHTML, XML, CSS, SQL, Perl, MS Windows, UNIX, LINUX, Apple OSX, BES, MS SQL Server, Citrix, DHCP, DNS, ITIL, VOIP, MPLS, IP-PBX, CMDB, project management		
PROFESSIONAL EXPERIENCE	<u>Web Designer / Developer</u>	London, UK	Jan 2009 to Jun 2009
	<i>Freelance Contracts</i>		
	<ul style="list-style-type: none"> • Designed and hosted websites for business and non-profit organizations • Hand-built code in compliance with recognized web and accessibility standards 		
	<u>VP Business Development</u>	New York	Mar 2006 to Dec 2008
	<i>External IT</i> - A turnkey managed service for outsourcing a firm's core IT infrastructure, providing companies with an enterprise-level IT department as one single integrated solution delivered through the web.		
	<ul style="list-style-type: none"> • Increased service-delivery / branding capabilities of 3rd party IT providers by implementation of value-added of a profitable Value-Added Reseller partner program that white-labeled our hosted IT-as-a-Service platform • Reduced costs by 15% and create new revenue streams by developing and implementing new service offerings 		
	<u>Technical Project Manager</u>		
	<ul style="list-style-type: none"> • Designed and implemented a VOIP phone system based on SIP and a Windows Server IP-PBX with an MPLS network allowing for work from home, decreasing communication costs 33% and enabling rapid-deployment keeping up with company's growth • Designed and implemented business rules governing a third-party help-desk ticket workflows based on ITIL best-practices and supported with a comprehensive CMDB for tracking and management of both internal and client assets for best in industry SLAs • Quality Assurance tested proprietary .NET based portal (including UIX design) that manages users, groups, applications and data with direct integration for managing MS Windows Servers, MS Exchange, VMWare ESX and other servers and services 		
	<u>Sr. Technical Support Analyst / Help-desk Supervisor</u>		
	<ul style="list-style-type: none"> • Supervised 7 1st and 2nd level help desk technicians while managing recruitment drive to find and hire 3 additional 2nd and 3rd tier engineers • Wrote and consulted on jargon-free help and marketing documentation to assist the VAR program and reducing customer support calls • Extensive hands-on experience with all services provided 		

