

**Robert Parnham** is one of those few people that can engage with anybody at any level. His disarmingly simple approach to projects, technical complexities and business in general focus on the basics of good communication, participation and focusing on the end result. In every role Robert demonstrates his leadership abilities by becoming a hub for colleagues; providing support and assistance where it's required.

Robert has substantial experience in delivering complex IT projects right through from conception and initial business to final acceptance. Always prepared to go the extra mile, he will always make sure that the project not only delivers against the specification, but enhances the organisation as a whole.

As a natural designer, with a keen eye for detail, Robert is undoubtedly a perfectionist. In whatever role, he injects boundless and infectious enthusiasm with 100% client and customer satisfaction always the end goal.

#### Summary of Key Skills, Successes & Achievements

- Registered Prince2 Practitioner in Project Management
- Software Planning, Development and Design
- Business Planning and Management
- Team Building and Conflict Management
- Marketing and Brand Strategies
- Customer Service and Client Support – Certified CAB Advisor
- Training, Coaching and Development
- Change Management and Consultancy
- Basic Grounding in VBA, ASP, ASP.net 2.0 [VB.net], SQL, CSS and HTML4.0

## Employment History

### **Office of National Statistics – 2011 Census** **Census Coordinator** (*February 2011 – May 2011*)

Initially focusing on community engagement and hard to reach population groups, the role expanded to managing a team of 22 collectors responsible for the total field operation of the 2011 Census across Derby City Centre and diverse suburban areas.

#### Key Achievements

- Engagement with a Diverse Community
- Line Management, Coaching and Support of 22 Colleagues
- Defining Team Workloads and Priorities
- Supporting Other Members of the Census Team
- Quickly Learning a New Role and Training It to Others
- Establishing and Refining Own Policies and Procedures
- Providing a High Quality Service to the Public

### **Citizens Advice Bureau**

#### **Generalist Advisor** (*May 2010 – Present*)

The role encompassed Interviewing Bureau clients, who have a diverse range of needs and advice requirements, researching issues using a range of sources and compiling “plain English” practical options to meet their needs. This position also focused on considering potential barriers restricting the client from taking action and then enabling and empowering them to resolve their own problems.

- Client Interview Skills and Techniques
- Upholding CAB principals of Confidentiality and Impartiality
- Researching Solutions to Complex Problems
- Identify Further Reaching Issues of Social Policy

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“

No matter what the issue or impending crisis, you can *always* be assured that Robert will come up with a practical solution and get things moving again

”

Mark Donald  
Former colleague and  
business partner at  
Greyhound Computer Systems  
Limited

## **Greyhound Computer Systems**

**Managing Director** (*December 2006 – October 2009*)

**Sole Trader** (*May 1999 – December 2006*)

Establishing a start up company whilst at University, the role initially provided an entire reservation system solution to the country's leading operator of Greyhound Stadiums. Working closely in consultation with the client, an entire software package, *ResStar Central*, was created from the ground up, continually refined and trained to the team. *ResStar Central* was used as the sole database, reservation and sales and marketing system at the flagship Wimbledon Stadium's reservations call centre.

Being fully responsible for the management and direction of the company along with the provision of general information technology and web design services to a wide range of clients, the company expanded as a limited company in 2006. After designing the web-based *friendof* e-marketing platform, the company managed the personal details of 200,000 people and sent over 5,000,000 opt-in email marketing messages.

Work on behalf of a client to ensure appropriate on time and on budget delivery of third party web and IT related projects, was provided on a consultancy basis.

### Key Achievements

- Designing, Testing, Specifying and Implementing two complete Software Solutions
- Project Management and Quality Assurance
- End User Training and System Evaluation
- Management of PAYE, VAT and Corporation Tax
- Ensuring Compliance with all relevant Legislation

## **Somerfield Stores**

**Checkout Supervisor** (*September 1996 – September 1999*)

Starting as a checkout operator and then quickly promoted to Checkout Supervisor the role entailed being the main weekend front of house management presence for a small suburban supermarket and supervising and training a team of cashiers. Deputising for the Chief Cashier in her absence the role also included cash office management together with working with the backend operations of the store's EPOS system.

## **Education Synopsis**

University of Central England in Birmingham

**BA Business Administration with Law (hons) 2:2** (*1999*)

Mackworth College Derby

**Advanced GNVC in Business Studies with Distinction** (*1996*)

Woodlands Community School –

**9 x A-C Grade GCSEs** (*1994*)

## **Outside of Work**

After overcoming tremendous personal obstacles in life, Robert still always finds time for his family and friends. As an enthusiastic cook and keen DIYer, his design ambitions don't just reside at work; he is proud of two total house redesigns and complete renovations. Robert also is learning Spanish and enjoys travelling the world.