

# Gary Hurdman

***Yeah, he  
can ride a  
bike but  
what kind  
of  
Manager  
is he?***

**ALSO INSIDE!**  
**WHY THIS  
MAN'S VARIED  
EXPERIENCE  
WILL SAVE  
YOU MONEY  
YOUR PEOPLE  
CAN DO  
BETTER. GARY  
CAN HELP.**

***A BUCKET FULL OF SKILLS  
AND EXPERIENCE!***

***Save Time By Binning All Those Other C.V.s!***



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August 2014 £Priceless

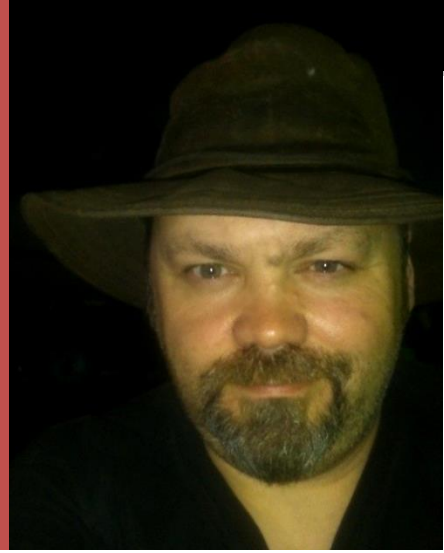




These pictures were taken over the last couple of years at Sandwell Valley, a place on Gary's doorstep. Taken on film using a Minolta Dynax 7.

# ***Gary Hurdman***

***The man you need to help you deliver.***



## **Contents**

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Look at what we have in this fun packed bumper edition!

### **Summary**

Everything you need to know on one page!

### **Management Experience**

So what is he like as a manager? Everything you need to know is here. People development, performance management through to operational strategy and continuous improvement

### **Technical Experience**

With of 15 years of software engineering experience, we take a closer look at Gary's technical skills and experience leaving you with no doubt about how he can be more than just a manager.

### **Career History**

Have a look at who has benefited from Gary's unparalleled work ethic.

### **Personal Information**

Want to know what kind of person Gary is in his spare time. We have the information (though to be fair, there are other clues dotted about this C.V.!) )



A Dad



A Husband



A Motorcyclist



A Cyclist



A Photographer



A Nerd

# One Page Overview

## Overview

- |                         |                                 |
|-------------------------|---------------------------------|
| ❖ Operations Management | ❖ Driving Efficiency            |
| ❖ Project Management    | ❖ Technical / Process Strategy  |
| ❖ Service Improvement   | ❖ People Development            |
| ❖ Problem Solving       | ❖ Team Building                 |
| ❖ Leadership            | ❖ Problem Management            |
| ❖ Resource Management   | ❖ System Design and Development |
| ❖ ITIL                  | ❖ LEAN                          |

## 20 Years In IT!

I've worked in the industry a fair old while now. I've seen the good, and the bad. I've taken the best practices, adapted them and made them work for me. I've learned from the mistakes I and other people have made. I know how best to deliver an I.T. service and just as importantly, I know the practices we should avoid to guarantee quality.

## Flexible

In this time I've been lucky enough to work in some exciting locations here in the UK and abroad in locations such as Denver, Amsterdam, Zurich and the South of France.

## Technology

I understand technology, that might sound like an obvious thing to say for someone working in I.T. but it's not true for a good number of managers in our industry. This means I can make decisions quickly and I can talk to the customer without over-promising. I'm especially strong on Unix System Development Technology but have a fair overview of most the technology a business will exploit.

## Success

I've worked hard enough to enjoy a good deal of success as a Software Engineer and also a Manager within I.T. I can help you do this too.

- ❖ Do more with less.
  - Constant continual improvement helped me reduce the size of the teams within my department (by natural attrition) and increase the output of work.
- ❖ Delivery of projects to rather unrealistic milestones.
  - I've been able to deliver where peers expected me to fail. By understanding the business, the risks and the processes I can make informed decisions on how to modify the process on the fly in exceptional circumstance. Retrospectively filling in the process gaps where appropriate.
- ❖ Create Better Teams.
  - I have a great record of team building.
- ❖ Service Improvement.
  - In addition to running Service Improvement Programmes, I look after the process of Continual Improvement for the entire account,



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# Management Experience

## People

**Because I understand people, I create teams that deliver a quality service.**

I am currently a Technical Project Manager working on a large government account providing many managed services to 80,000 users and the public. I run a number of service improvement projects in addition to being the process owner for the continual improvement process for the entire account. I report progress of improvement initiatives to my senior management and directly to the customer.

I'm also responsible for tools governance for one of the departments within the account. My responsibilities within this role are to ensure that the tooling owned by the department is fully supported internally as well as by the vendor, that the tooling supports the business strategy, that the tooling has a road map to support this and that the tooling is fully exploited by the wider account .

I was asked to become part of Service Improvement following a successful couple of years as part of operational management team for the Service Centre that oversees the support for our 80,000 users who collectively use nearly 1000 separate applications across our many service lines. The service centre receives 1,200 calls a day as an average. Our users operate a diverse range of technology including Workstations, Laptops, and Mobile devices (comprising of Blackberry and specialised hardware such as "tough-books" and PDAs) I managed the support teams across two locations travelling between them a necessary.

Hours Support (which covers first line, second line and specialist support), our desk is open 24 hours a day, 365 days a year. I also worked closely with First Line Operations (as you would expect) offering cover for the managers as required. We deliver our service within the ITIL framework (I am ITIL v3 qualified)

My technical background in software engineering has helped me to exploit the technology the service desk uses, resulting in increased efficiency. This experience has also helped in stakeholder engagement between the desk and our client gaining confidence from the customer in the competency of the service desk.

In addition to being part of the planning of a technical (internal) and operational strategy, I have a proven record of "doing more with less" with our people. This has been achieved with a strategy covering both the improvement of working practices and process within Second line support and across the entire support infrastructure but also with strong people management. I have employed and enabled a reduction of numbers in some teams and a rotation of staff to plug skills gaps in others. I managed the reduction in staff by helping with the career development of team members ready for their next role and by managing poor performance. The end result is that teams that were once felt to be a career cul-de-sac now have a reputation of comradeship and an incredible work ethic. I have now seen internal roles advertised internally that have stated experience in one of my teams as "desirable".

As an Operations Manager I managed 4 direct reports (Team Leaders) and was responsible for a further 30 indirect reports.

My management experience is not limited to I.T. support or projects. In the latter part of my work as a Software Engineer, my position within a team has been that of team leader or technical lead.



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# Technical Experience

## Technical Toolset

- ❖ C
- ❖ C++
- ❖ Unix, Linux and Windows
- ❖ Shell/AWK/Sed/Perl
- ❖ SQL/Embedded SQL (Oracle/
- ❖ PHP/Javascript/jQuery/Ajax/CSS/HTML
- ❖ And many, many others over 17 years.

## Functional Capacity

- ❖ Programmer
- ❖ Analyst
- ❖ DBA
- ❖ Architect
- ❖ Senior Developer
- ❖ Technical Team Lead
- ❖ And even a bit of support

### Main Technical Skill Set

I have worked in many technologies though my main skill set would be C/C++, on Unix (SCO, Solaris, Linux) with the usual array of scripting languages that go with Unix development such as Perl, Shell Script, AWK and Sed. I have experience of programming with BSD Sockets and IPC. It goes without saying that version control software (I have used CVS, SCCS, PVCS and Clear Case) and project utilities such as Make have been part of my career for as long as I have been developing. I am comfortable with symbolic debuggers, both on the command line (gdb) or as part of a GUI (ddd). Though I have most experience of development on Unix, I have developed for MS operating systems using VC++ and VB. I have great experience in database development and I have used SQL with Oracle (including Pro \*C), MySQL and Sybase. I also have some experience of Database Administration though wouldn't consider myself a DB Administrator. I am a keen developer using Internet technologies

particularly PHP. During my career I have created applications ranging from simple user front ends to high volume batch processes and real time transaction processing.

### Software Engineering skills

My experience includes technical analysis and design to formal standards, including UML. I also have experience of the full project lifecycle, from requirements analysis to UAT, deployment and support.

### Other Skills

I still utilise my many years of experience as a Software Engineer and in my spare time I can often be found keeping myself busy creating 'Pet Projects' using PHP5 (for which I have reference sites), MySQL, C++ and Perl. I have a number of development systems for development on both Microsoft and Linux Systems. I run Fedora 17. I have Apache with PHP5 running on both Windows and Linux.

I've had the pleasure of working in a number of industry sectors during my project and contracting years.

## Industry Sectors

- ❖ Primary Healthcare
- ❖ Insurance
- ❖ Logistics
- ❖ Railway
- ❖ Credit/Debit Card Authorisations
- ❖ Government
- ❖ Internet/eCommerce
- ❖ Biometric Security
- ❖ Broadband
- ❖ Internet Banking



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# Employment History

So, do you want to see the last 20 years summed up on a page?

To add a little context, I left Sema Group to become a self employed contractor and didn't settle down again until I joined Capgemini in a permanent role.

October 06 – Right Now	Capgemini UK Technical Project manager
May 06 – October 06	Senselect Ltd Software Engineer
February 06 – May 06	Fujitsu Telecommunications Software Engineer
October 05 – February 06	AAH Pharmaceuticals Ltd Software Engineer
December 03 – October 05	Certegy Ltd Software Engineer
July 03 – December 03	Tesco Stores Ltd IT Consultant
March 02 – April 03	Egg Software Engineer
Dec 00 – March 02	Office For National Statistics I.T. Consultant
Aug 98 – Sept 00	Sema Group UK Ltd Senior Developer, Technical Team Leader
Nov 96 – Aug 98	AAH Meditel Ltd, Bromsgrove. Analyst/Programmer..
Jul 95 - Nov 96	Misys Financial Systems, Worcester. Programmer.



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# Additional Information

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## Want more information?

I hold a full Car and Motorcycle Licence. And it's endorsement free.

What you need to know is that I'm a dad, a husband, a motorcyclist, a cyclist, a photographer, a nerd.

## Family. *A Dad, A Husband*

I've been married for over 10 years and have young 2 boys one born in 2006, the other in 2008.

## Hobbies and Interests

I like 2 Wheels. I ride bikes of the pedal and motor variety.

## Motorcycling – A Motorcyclist

I'm a bit of a Triumph fan. The Meriden Bikes of the late 40's to late 60's are the thing that really do it for me. Anything from an early 50's Speed Twin to the Mid 60's Bonneville are two wheeled works of art. Now I like the Meriden Triumphs, but I ride a Hinckley 2010 Bonneville America. It has classic looks you'd expect from a Triumph, but doesn't leak oil all over my drive.

## Cycling – A Cyclist

I used to cycle commute, for 10 years in fact. I'm currently in an office over 30 miles away from home making cycle commuting a little difficult. I've cycled a few long distance routes such as the NCN Coast to Coast route and John O'Groats To Land's End, a journal for which I put online at <http://www.sheilaswheelers.co.uk/>. There is also a journal for download at [http://www.hurdman.co.uk/old/docs/ridediary\\_wp.pdf](http://www.hurdman.co.uk/old/docs/ridediary_wp.pdf)

## Photography – A Photographer

I like to take picture. Until I recently gave in to the digital revolution, I took most of my pictures on film and slide. There are some of my pictures in this here C.V. and you can find some on my instagram and Photobucket profiles.

## Technology – A Nerd.

Though I've turned to the dark side of IT management, I still like to get myself elbow deep in code. Technologies of choice centre around Open Source Components such as Apache, MySQL (or MariaSQL) PHP etc. I'm a fan of Joomla and find this a really useful tool for more than just hosting websites, I recently built a prototype dashboard platform with it.

## Contact Information

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