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Key Achievements

Worked on and deployed PCI compliance throughout the Hotel including PMS, POS, SPA Reservations system and PDQ's with integration between all systems.

Developed and ran training sessions on two for the teams to help with guest service and response times. Also writing a company WIKI for future reference and training guides.

Installed a new POS System in the 3 F&B outlets worked closely with the F&B teams, Finance and FOH teams to implement the system and reporting

Improved and updated the Audio Visual solutions offered by the hotel. Offering advice and purchasing options to both increase revenue and guest services.

Project managed the integration of IT systems, and databases during the merger of a second company comprising of servers, desktops and software systems.

Career

2011 – Present

IT Manager

Rocco Forte's Browns Hotel & Head Office

Managed IT and Telecoms provision for both Rocco Forte's Browns Hotel and Jermyn Street Head Office. Offering first line support to the teams and Hotel Guests alike. Reporting to the Financial Controller with responsibility for maintaining and developing the Hotels IT and Telecoms systems.

- Effectively looked after the 90 user network on two sites including overseas team members
- Maintained and managed all guest, back of house IT and Telephony services throughout the hotel and head office.
- Liaised with and managed all contractors and over saw IT contracts within the Hotel and Head Office
- Overseeing the implementation of a POS system and PCI compliancy for F&B and FOH
- Updated and managed the Security system increasing it 4 fold to cover all guest floors also enabling remote viewing of camera's for Duty managers and executive team members.
- Worked closely with GM at Hotel Level and Directors and support teams at Head Office

2008 – 2011

Technical Officer

Aztec Events Services Ltd

Managed the Technical Event production and internal / external IT Support for Aztec Event Services and its clients. The requirement was to bring technical standards and equipment to the forefront of the company's products. Reported directly to the Directors with responsibility for developing hardware and software products for the end clients to maximise their sales opportunities at live events.

- Effectively looked the 40 user network both internal and external users, including 2 off site venues with their daily issues and long term requirements.
- Reproached the company's solution for preparing and imaging desktop and laptops generating savings in time and data consumption and cost.
- Effectively trained Technicians on all technology equipment and systems relevant to their daily needs and produced manuals and troubleshooting guides, which are constantly updated to ensure ease of use.

2005 – 2008

IT Manager

Eclipse Presentations

Managed the IT and telecommunications for this Audio Visual Production Company. The infrastructure includes 14 external client venues – including Wembley Stadium – requiring 24/7 availability and support as well as the normal office network needs.

Reported directly to the board and responsible for all IT budgets and performing cost/benefit analyses for all purchases of hardware and software within the company.

Effectively trained users on all systems relevant to their daily needs and produced manuals and a troubleshooting guide, which are constantly updated to ensure ease of use.

- Indicated the need for and introduced a web sensing reporting on Internet use and abuse – the system has brought about previously unconsidered time and cost savings
- Performed the cost/benefit analysis, due diligence and researched all other factors for a relocation of the IT Services department into a Data Centre
- Consolidated Mobile phones use with the introduction of company mobiles, with BES
- Project managed the company relocation of 115 staff to a new purpose built premises on time and without impact on service.

1999 – 2005

IT Technical Manager

Aztec Communications Ltd

Managed the installation of equipment in various locations from Earls Court to Madrid, Lisbon, and Munich, working with and for various high profile clients, including Microsoft, Real Networks, EA Games, HSBC, JP Morgan, Citi Bank, amongst many others.

1998 – 1999

Private Dining Head Waiter

The Lanesbrough, London

1996 – 1997

Banqueting Head Waiter

The Park Lane Hotel, London

1992 – 1996

Management Trainee

Claridge's Hotel, London

Front Office Cashier / Reception / Assistant Night Manager / Night Auditor / Assistant Back of House Manager / Chef D'Etage

Technical

- **Operating Systems**
Microsoft Server 2003/8, Exchange, Terminal Server; Microsoft XP, Vista, Win7; Active Directory; DNS and DHCP services; Internet Information Server IIS; Mac OS; Linux Novell – Edir, Vibes, iprint, ifolder, imanager,
- **Software Packages**
MS Office: Word Excel Access PowerPoint & Visio;
Internet Symantec Message Labs Websense (Internet usage management)
Asset Tracking Track-it
Email, Outlook, GroupWise, Northseas (Email Archiving)
Backup / Imaging, Backup Exec; SEASM, Ghost and FOG, ENGL
Remote Assistance, Dame Ware, Logmein, Edir, RSA, Cisco VPN
Time Management, Amano Blick, Tensor
- **Anti Virus**, McAfee Group Shield, Sophos, AVG
- **Mobile Data Sync**, Active Sync, Blackberry Enterprise Server & BB10
- **Phone Systems** Siemens, Mitel
- **Stock Management** Hire Track, VenPower
- **Contact Management** ACT
- **POS** Remanco, DOTPOS, Micros
- **Finance** - Opera accounting package, Sage, Navision, Earnie
- **Other**
Crystal Reports
PMS Protel, TAC RA Spa Reservations
Other VDA, QuadraNET

Continued Professional Development

An active programme of training and self-development with participation in training courses, conferences, and seminars throughout including:

- A+ Certified Computer Technician
- Craft Trainer Award 121 and Group
- St John's Ambulance First Aid
- Interviewing Skills and Supervisory Skills

Education & Training

- Nourish Leadership (CIPD Award) ILM 3
- MCP Microsoft Certified Professional
- CompTIA Security+
- MCSA – (currently studying)
- AIH Prof Cert Thames Valley University
- NEBS Management Cauldon College
- City & Guilds 706/1 & 2 Cooking
- City & Guilds 707/1 & 2 F&B Service
- City & Guilds 708 Accommodation Services
- Btec First Diploma in Hotel and Catering
- Environmental Health Basic Food Hygiene
- Wine & Spirit Education Trust Certificate
- City & Guilds 481/1 & 2 Sport Recreation & Leisure Industries

Foreign Languages

Polish Spoken good understanding

Personal

Nationality: British

Full, clean driving licence

Referees
Available upon request