

RICHARD HULME

IT Manager



PROFILE

IT MANAGER: Experienced 5* Hotel IT Manager with wide ranging IT and AV skill set. Proven project, operations and man management abilities. A good communicator at Hotel Operations and Board Levels. I have the ability to work under pressure and to tight deadlines, using my initiative to solve problems as they occur.



CONTACT ME



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LANGUAGES

ENGLISH - Native Speaker
POLISH - Good Understanding



PERSONAL

NATIONALITY - British
DRIVING LICENCE - Full Clean



KEY ACHEIVEMENTS

- **Pre-Opening IT Manager :** The Principal London, Managing the multiple aspects of the pre-opening IT setup. Responsible for the IT CAPEX and OPEX budgets working alongside the project delivery team, building administrators and subcontractors.
- **Support :** Sole Support of Hotel and Head Office IT Function on Premises and Remote Global Sales Offices.
- **Continued work :** PCI compliance throughout the Hotel including PMS, POS, SPA, F&B tokenised and interfaced.
- **Taining development :** Suported teams at Hotel and Head Office for all IT Systems, BOH and FOH. Implemented ITWIKI with Training Videos, Help Guides & SOP's
- **Budgeting :** Hotel OPEX and CAPEX budget responsibility implementing / new installs for TMS, RMS, POS, Entire Desktop and Server hardware refresh.
- **Larger Projects,**
Pre-Opening Principal London
TV System Change Head End, PMS Intergration, New TV's to all Guest Rooms, GYM and Meetings and Events
F&B POS Rollout 5 x outlets, 14 x Tills inc PDQ/PED Interface
Email Migration 80 x Users (Onprem - Data Centre)
WIFI Upgrade - Access Points to all Guest Rooms, Public Spaces, Meeting Rooms, Lifts BOH Areas.



WORK EXPERIENCE

- **THE PRINCIPAL LONDON / 2017 - Present**
IT Manager: Pre-Opening IT Manager responsible for CAPEX, OPEX budgets, working along side building contractor and sub contractors to deliver the hotel opening
- **ROCCO FORTE'S BROWN'S HOTEL / HQ / 2011 - 2017**
IT Manager RF Brown's Hotel & RF Head Office: Managed IT / Telecoms provi-sion both at Rocco Forte's Brown's Hotel + Head Office. Offering 1st & 2nd line support to the teams & Hotel Guests alike. Reporting to the Financial Controller with responsibility for maintaining & developing the Hotels IT and Telecoms systems
- **AZTEC EVENT SERVICES / 2008 - 2011**
Technical Officer: Managed Technical Event Production and internal / external IT Support for Aztec Event Services and its clients.
- **ECLIPSE PRESENTATIONS / 2005 - 2008**
IT MANAGER: Managed the IT and telecommunications for this Audio Visual Production Company. Including 14 external client venues, 5* Hotels, Wemb-ley Stadium and various venues - requiring 24/7 availability. Reported direct-ly to the board and responsible for all IT budgets, performing cost/benefit analyses for all purchases of hardware and software within the company.
- **AZTEC EVENT SERVICES / 1999 -2005**
Senior Technician: Managed installation of equipment in locations form Earls Court, Madrid, Lisbon, and Munich. Working with various high profile clients, Microsoft, EA Games, HSBC, JP Morgan, Citi Bank, and many others.
- **LANESBOROUGH HOTEL / 1998 - 1999**
Private Dining Head Waiter:
- **THE PARKLANE HOTEL / 1996 - 1998**
Banqueting Head Waiter:
- **CLARIDGE'S HOTEL / 1992 - 1996**
Various Roles: Assistant BOH Manager, Reception / FOH Cashier, Night Audi-tor, Chef D'Etage, Night Waiter.

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REFERNECES

- AVAILABLE UPON REQUEST



TECHNICAL

● HOTEL SYSTEMS

PMS: Opera (Oracle), Protel, HIS

Systems: Mac, Novel, ESXI VMWARE.

F&B POS: Micros (Oracle), DOTPOS (XN Hotels)

Finance: Sage, Navision, Earnie, FOURTH

FOH/ OPS: GoConcierge / Alice.

Web: Messagelabs, Websense, SOPHOS

Telecoms: Mitel 3300, Siemens, Tiger TMS, Telecom Eye, Counter Path

Asset / Stock: VenPower

Mobile: BES BB10, Android, IOS, ActiveSync,

Others: TAC-RA (Spa), Quadranet, VDA RMS

● OTHER SYSTEMS

Operating Systems / Admin: MS Server 2016,2012,2003, Win XP, 7, 8 & 10, Linux & Mac, Novel, ESXI VMWARE, Hyper-V, Terminal Server. DNS, Active Directory, EDIR, DHCP, DNS, IIS. Novel (Edir, Vibes, Groupwise, iPrint, imanager, NetDrives.

Software: MS Office Bundle, Visio, Wordpress

Email: Groupwise, Exchange, Outlook, NorthSeas, Retain.

Web: Messagelabs, Websense

Imaging/Backup: BackupExec, SESAM, GHOST, ENGL, Fog

Asset Tracking: Trackit, HireTrack

Remote Support: Dameware, Logmein, VNC, TeamViewer, RSA & Cisco VPN.

Anit Virus: McAfee, Sophos, AVG

Time Management: Blick, Fourth, Tensor



EDUCATION

● HCIMA / AIH

University of West London: HCIMA (AIH) course in Hospitality Management

● MCP, SEC+

Training Camp: Windows MCP and COMP TIA Security +

● Various Hotel & Catering

Staffordshire University: National Exaaming Board in Supervisory Management (NEBSM), BTEC Diploma Hotel and Catering, City & Guilds 706/1 & 2 Cooking, City & Guilds 707/1 & 2 F&B Service, City & Guilds 708 Accommodation Services, Environmental Health Basic Food Hygiene, Wine & Spirit Education Trust Certificate. Also City & Guilds 481/1 & 2 Sport Recreation & Leisure Industries.

● Continued Development

NOURISH Leadership Skills (CPID ILM3), Train The Trainer, First AID, Fire Marshall, Executive Manager. Interviewing Skills