

CURRICULUM VITAE

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PERSONAL PROFILE

A competent multi skilled technical professional with a first class track record.

Originally a BT Transmission Network Engineer and Technical Trainer, then a Business Analyst, Project Manager, and Quality (QA) manager for BT Private Services 'Quality, Systems, and Strategy'. Leaving BT in 1994 to start Quality ITC Consultants Limited.

I continue to run Quality ITC Consultants Limited when contracting between permanent opportunities; providing Business Analysis, Project Management, Testing, QA, and Technical Authoring services.

A 'Fellow of the Institute of Scientific and Technical Communicators' and a certified 'Internal Quality Auditor'.

COMPETENCES

Business Analyst - Business Requirements Analysis, Gap Analysis, Business Process Management (BPM), Business Process Re-design/Re-engineering (BPR), Change Management, and Verification Testing.

Technical Communicator (FISTC) –a **Technical Author, On-Line Help Author, web content writer, Information Architect, Courseware Developer, Copywriter, and Editor.** Verifying and documenting Requirement and Functional Specifications, along with Hardware, Software User, Admin, Configuration, GUI, SDK, API, and Training guides, in printed, PDF, Internet, and CHM formats.

Programme & Project Manager - using TQM and PM methodologies on green field and change projects. Full Hardware and Software solution Development and Implementation project life cycles.

Quality Assurance (IQA) - producing and maintaining procedure and process documentation, local work instructions, RFCs, auditing etc... A certified (ASCB(E)) Internal Quality Auditor.

ICT Operations & Support Management - Managing Facilities, Implementation, Reporting, Service Desks, Repair Centres, Pre-Staging, Production, Networks, and Installation services within the IT and Communications (Telecoms) sectors.

Technical & Skills Trainer - Producing and delivering IT and Communications Technical Training. Including Hardware, TQM, Telephony and IT principles, Site Surveying, Installation, Commissioning, and Audit Skills, Hardware and Software user training, and PC Support Skills.

CAREER HISTORY

2007 - Current - Quality ITC Consultants Limited - Telecommunications and IT consultant.

Providing Business Analysis, Testing, Technical Authoring, QA, and Technical Training services for Information Technology and Communications (ITC) clients such as:

- Alcatel - Eircom project - AXIOS digital order and service management project.
- Egon Zehnder International - Orchestra global desktop & Blackberry client and server migration project from Adapt to Deskflow. 3rd party support process documentation.
- Skills2Learn - Solar Heating Trade Skills reference documentation
- Fujitsu - Ford SWIFT project, Network Analysis and documentation for the Tatra migration.
- CACHE - HR, Finance and IT systems Procedures & Process (ISO9000) author.
- Alcatel - HMG Highways NGN project, developing and documenting the integration of old analogue networks onto a new IP network along with associated OSS such as Genesys Express, Webserve, Provisio, Netcool and PAMS (Predictive Asset Management System).

Including the editing and successfully re-submitting documentation previously submitted by other authors but rejected by clients, giving me the honorary title of 'the Document Doctor'.

2001 – 2007 Aculab Plc - Technical Publications Project Manager and Quality Auditor

Analysis, development, testing, and documentation for an entire product range of Computer Telephony Integration (CTI) hardware and software products to industry & regulatory standards, including Speech recognition, Text to Speech, IP, VoIP, DPNSS, SS7 etc...

- Over 100 Standards, Approval, API, SDK, GUI, Installation, User, Support, and Admin guides in Printed, PDF, Internet, and On Line Help formats.

1997 – 2000 Call Out Services - Director/Programme Manager - Telecoms Systems Division

Managing the analysis, design (pre sales), staging, testing, and delivery of IT and telecommunication installation, and support services into BT exchanges, corporate business customers, and other Blue chip clients. Predominantly green field projects, building the infrastructure, Management, Admin, and Installation Teams. Training site surveyors, installation engineers, commissioning testers, and auditors.

- Commended by BT purchasing as an outstanding top preferred installer
- Achieved ISO 9000:2000 for the entire group in less than 3 months
- Managed the Installation of 1700 sites in two years (Integrating voice and data services)
- Cisco, 3Com, Newbridge, and Microsoft certified business partner.

1994 – 1997 Quality ITC Consultants Limited -Telecommunications and IT consultant.

Providing Business Analysis, Testing, Technical Authoring, Quality Authoring, and Technical Training services to the Information Technology and Communications (ITC) field for clients such as Ionica (Fixed Radio Access project), Alcatel (SDH project), Hewlett Packard (SS7 & Fraud Analysis projects).

1985 – 1994 British Telecom Plc – Quality, Systems, & Strategy Executive Engineer

In order to migrate BT Private Services from a manual testing and docket control system to a fully automated primary diagnostic and fault management system, I was part of a dedicated ICT development, implementation, and support team and personally responsible for:

- All SLAs and customer/supplier performance monitoring (KPIs).
- Business Analysed existing and future BT Private Services requirements.
- Project managed the budget and development of Automatic Loopback Equipment systems (ALES).
- Managed the Procurement (tender adjudication) and installation of Remote Access Equipment into over 3000 locations.
- Specified and managed the development of a mainframe CRM (CAMSS) system for the records and fault management of all BT Private Services.
- Writing SGML format user documentation on MVS mainframes
- Implementing a 9000 user support (helpdesk) network.
- Change managed the national migration to the new systems including new procedures and processes.

Part of a 3 year £80M project, enabling BT Private Services to reduce there support staff requirements from 20,000 to 9000.

1972 – 1985 British Telecom Plc – Network Services Transmission Engineer

Transmission Engineer on the Provision, and Maintenance of Speech and Data services. Incorporating copper pair, co-ax, and optical fibre systems. Delivering speech and data core networks, and private services for both the public and private sectors including the MOD and BT Blue Chip customers

QUALIFICATIONS

City & Guilds in Telecommunications, Telephony and Telegraphy, and applied Maths

Fellow of the Institute of Scientific and Technical Communicators (FISTC)

Former Member of the Chamber of Commerce Training & Enterprise – Technical Trainer

Certified Internal Quality Auditor

An addendum of management and technical qualifications, training, and experience is attached.

PERSONAL INTERESTS

Puzzles (enigmas), Web Development, Fabrication in wood & metal, Classic Cars (www.mkccc.com), Reading, DIY, and Science Fiction.

REFEREES - Available on request

Dave Longstaff - Formal Qualifications & Training Addendum

(Not all training/skills have been listed)

Management Training courses

Total Quality Management (Tools and Techniques)
Quality Management Systems (ISO 9000-4)
Practical Management.
Project Management Methodologies (Prince, SSADM, RAD/agile, etc...)
Understanding Management.
High Impact Management Training.
Involving everyone (team building/managing).
Leadership through teamwork.
Safety for managers.
Systems for System Managers
Systems for System Users
Management Information Systems

Technical Training courses

Provision & maintenance of Speech band Circuits
Introduction to Data Communications
Remote Access and Test Systems
Telecommunications Principles
FDM and Carrier Principles
TSO Systems
TDM Systems
Baseband Systems
Packet Switching Systems
Frost and Sullivan - data Communications
SNA Gateway Systems
Datel 1200 Duplex Systems
Integrated data Management System (IDMS)
Optical Fiber Systems (including DWDM)
High Order Digital Line Systems (PDH, SDH, SONET, DWDM)
Introduction to Oracle and SQL
Introduction to C for non programmers
Introduction to HP UX9 System Administration
Cisco Network design, pre & post Sales support (3 years pre-sales product training)
3Com (2 years pre-sales)
Newbridge (Mainstreet Certified),

Information Technology and Communications Experience

Project Management Tools. (*Super Project Expert, MSP, AIM etc*)
Desk Top Publishing and Word Processing. (*FrameMaker, Interleaf, Author-IT, Word etc...*)
On Line Help (*HP tag, CHM, Robohelp, HTML Help etc...*)
Internet and Intranet (web) development (*SGML, HTML, DHTML, XML, Dreamweaver etc...*)
CAD and Drawing Packages. (*Autocad, Visio, PowerPoint, Freehand, PSP, Illustrator etc...*)
Spreadsheets (*Supercalc, Lotus 123, Excel*)
Relational and Desktop databases (*DB2, Access, Oracle, SQL - etc*)
Information Management (*MS CRM, Great Plains, Sharepoint, web servers, Dewi Decimal etc...*).
System and Network Management (*Netcool, Webserve, Openview, Genesys Express, Provisio, etc...*)
Data and PSTN Communications. (*Copper pair, Co-ax, optical Fiber, FRA, Wireless, etc...*).
Communications Systems (PDH, SDH & SONET, DWDM).
Wireless systems (FRA, GSM, DCS, 3G).
WAN, LAN, Wifi, IP & SNA Networks (Cisco, Alcatel Mainstreet, RAD, Telindus etc...).
Transmission protocols (TDM, TCP/IP, VoIP, ATM, X25, FR, DPNSS, SS7, G.703, 802.11, QSIG, etc...).*
Windows 3.1, NT, 98, VP Vista, Windows Servers, X-Windows, UNIX and MVS Operating Systems.