

# Curriculum Vitae – Paul JM Howell

## Personal Profile:

**Dynamic, outcome-focused project manager and business process consultant. Business & Personal Coach.**

12 years experience delivering complex blue chip initiatives. 3 Years experience of coaching in business and personal contexts. Excellent communication and influencing ability, complemented by extensive NLP and Hypnosis experience. I create clarity, develop awareness and resolve conflict. Skilled at balancing tasks and relationships. I am highly adaptable.

## Achievements:

- Identified and corrected failing business process for international advertising and marketing agency. Clarified MD's core values and coached staff to resolve internal conflicts, enabling ongoing open communication. Defined short and medium term outcomes ahead of schedule.
- Identified, assembled and focused key IT stakeholders during initial phase of the corporate merger of Transco and National Grid. Defined outcomes ahead of schedule allowing key IT deliverables to be implemented one month early.
- Working above grade, awarded highest available pay rise plus additional bonuses for delivery of simultaneous projects on time and to budget: a new office build/installation; a data centre migration; an IT desktop upgrade for 2000 people across 3 HQ locations; and the design, test and implementation of an automated online workflow system for all Transco's 15000 staff.
- Managed 12 people to design, test, build and install a fully contingent IT infrastructure supporting Transco's business critical £4,320m P.A. billing system. Relocated 1500 associated staff to new building. Achieved with no loss of office time, and reduced IT help desk calls by 40%.
- Defined key business requirements, produced proposals, business cases and secured funding to replace, upgrade and install 50 desktop servers, 2500 pc's and 250 printers.

## Key Skills:

- Rapid identification of specific outcomes, issues and risks in any context
- Skilled at influencing, and communicating complex scenarios and requirements to varied audiences
- Excellent change facilitator
- Detailed planner
- Creative, innovative approach to delivering solutions



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## Career history:

Various Private Clients	<b>Self Employed Coach / Consultant</b>  Applying NLP and advanced hypnosis skills to working with individuals on personal, professional, and organisational development. Currently developing an internal coaching programme for leading international fashion company. Assisting a number of trainers in creating material for leadership development courses. Sponsoring first UK training by prominent international conflict resolution NGO.	2005 - Present
@Bristol / Zojo	<b>Self Employed Consultant</b>  Produce process for design needs analysis, designed and facilitated workshops to engage senior staff in the redesign of @Bristol buildings infrastructure on behalf of Zojo LTD. Presented findings to board.	2006 - 2007
John Seymour Associates	<b>Self Employed Consultant</b>  Employed by an international training company to produce tender document for presentation to the Office of the Deputy Prime Minister. Provided Support for sales and marketing strategy.	2005 - 2006
Ragdoll Research & Rhythm	<b>Self Employed Consultant</b>  Evaluated existing business processes for an established market research and advertising agency. Identified several key areas for improvement and delivered a customer driven solution package. Resolved internal business relationship conflicts thus maximising efficiency and enhancing customer satisfaction.	2005 - 2006
National Grid Transco	<b>IS Delivery Programme Manager</b>  Defined IT prerequisites and set deadlines to enable official targets during initial phase of National Grid and Transco's IT infrastructure merger. Identified and assembled invested merger parties, and assisted in the development of post-merger IT transition plans.	2003
Transco	<b>IS Delivery Programme Manager</b>  Managed a matrix team of 20, delivering a series of office closures, relocations and the commissioning of new sites. Guaranteed normal daily operations for all Transco staff across 3 HQ and 25 regional locations. Negotiated all timescales, managed costs and maintained quality of all Information Services Delivery components. This included migration to new technology; VoIP, campus LANs, and remote hot swap server configurations, consultation with Heads of Department, Directors and property developers. Create and present business cases, bids, project plans and supporting reports and presentation as required. Supporting external purchase and technical negotiations (ICL / Fujitsu / HP / Compaq / Microsoft / Novell) and undertook internal customer liaison and account management duties to director level.	1999 - 2003

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## Career history continued:

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|--------------------------|---|-------------|
| British Gas / Transco    | <ul style="list-style-type: none"><li>● <b>Regional Project Coordinator:</b> Novell / NT Desktop rollout Coordination of phased delivery to 600+ users per phase - 25% of whom were remote/mobile. Customer liaison role, delivery of hardware, software, training and support.</li><li>● <b>National Project Coordinator:</b> Initial rollout of Transco's first desktop suite, Novell / NT. Coordinated delivery of software and hardware implementation, and provided support for 200+ staff - 30% remote/mobile..</li><li>● <b>Senior IS Delivery Analyst:</b> Pilot site testing, final development and subsequent go live of desktop. 2nd line support for 150 users - 30% remote/mobile.</li><li>● <b>Office Systems Support Analyst:</b> Regional 2nd line support role and remit to create efficiency and cohesion across British Gas PC user base. Identified commonality and provided liaison with technical staff.</li><li>● <b>Engineering Systems Analyst:</b> Responsible for support but primarily identified areas of opportunity then developed and implemented small PC-based systems to meet client/legislative need.</li></ul> <hr/> | 1992 - 1999 |
| British Gas North Thames | <ul style="list-style-type: none"><li>● <b>Draughtsman:</b> CAD operator digitising BG plant in central London.</li><li>● <b>Distribution Technician:</b> Supported and advised teams of craftsmen in central London.</li><li>● <b>Distribution Craftsman:</b> Responsible for small team installing and commissioning gas distribution network in central London and providing 1st line emergency response.</li><li>● <b>Apprentice Distribution Craftsman</b></li></ul> <hr/>   | 1985 - 1992 |

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## Qualifications:

NLP Trainer Training (2007)

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NLP Master Practitioner (2003)

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Certified Novell Administrator (2000)

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City and Guilds Gas Distribution - Credits

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NLP Practitioner Certificate

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2 years HNC Mechanical Engineering

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## Training:

Advanced Hypnotherapy 2006

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Account Management (Transco internal) 2002

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Microsoft NT Workstation, MS Project, Word & Excel 2000

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Lotus Notes Sys. Admin. I&2 & Lotus Notes Apps. Dvpt. 1997

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APM - Associate Member until 2000

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## Interests:

Climbing, snowboarding, diving, sailing, landscape photography and getting out into big wild open spaces.

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## Personal information:

After taking voluntary redundancy in 2003 I travelled alone for 20 months through Southern Africa, Australia, NZ, the Pacific islands, the US and Canada indulging my interests to the maximum. The experience was as rewarding as it was challenging and fulfilling.

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## Date of birth:

10th April 1969

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## Marital status:

Single

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