**Personal Profile**

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**Personal Statement**

An experienced and engaging multi site large scale G Suite Project Manager. Well known in Google circles. Passionate about and exceptional G Suite knowledge and skills. Very active networking and providing G Suite updates, information and assistance via social media channels. In every company I have worked for, I bring new energy, fresh ideas and a different way of thinking. Outstanding organisational, communication and influencing skills.

**Achievements & Awards**

LBH Team of the year, Cloud & Virtualisation Green IT Project Team of the year, LBH Team of the quarter, Cloud ProUK IT Team of the year. Project Managed first UK local gov Google adoption saving LBH over £2m.

**Employment History**

**London Borough of Hackney** Dec 17 – present

**Google Implementation Lead**

* Update and monitoring of project risks, issues, assumptions & dependencies log, meeting minutes and actions
* Conflict resolution, change impacts, understanding user needs
* Training, support & guidance in the use of G Suite for Early adopters, Guides and Teams including briefings, walk in sessions & floorwalking
* Comms, marketing, data & resource analysis, surveys & Feedback
* Questions and issues resolutions
* Liaison with Google, Google Premier partner and existing G Suite user community

**London Borough of Hillingdon** Oct 06 – Jul 17

**ICT Team Leader, PM & Coordinator** Apr 16 - Jul 17

* Blended training, support & guidance in the use of Google’s G Suite, User training rating 4.5/5
* Member of Google Project Board. Co founder of G Suite for Public Sector Forum. Communication and collaboration with Google, Google adopted Local Authorities and Google resellers
* Recruitment, work allocation, monitor, coaching and development
* Incident prioritisation, data & performance analysis
* Office moves- planning, design, impact, costs & scheduling.
* Evaluated and redesigned SLA’s, Ops processes, policies and procedures

**HGFL Team Leader-LBH Education IT support** Jun 14 - Mar 16

Seconded to transform under performing team - improved SLA’s from 68 to 92%

* Planning, on site presentations, discuss and influence decision makers in the use of G Suite and chromebooks
* Training, support & guidance on the use of G Suite
* Identified problem areas by analysing SLA data, rotas & procedures, listening to & managing relationships with customers
* Recruitment, H&S, Inductions, Staff appraisals, work allocation
* Managed refresh projects during holidays

**XP Exit Project Manager** Jan 14 - May 14

Migration of XP equipment to Win7 equipment:

* Planned, tailored & set up procedures to migrate over 3,000 users with 650 applications and software packages to new Laptops & PC’s with Windows 7
* Distribution of decisions to project teams while maintaining visual control
* Communication with Stakeholders
* Anticipation of risks and issues and prepared for changes in requirements

**Google ICT Project Manager** Jan 11 - Dec 13

Managed the successful cross cutting first Local Government migration in the UK to Google. Achieved savings of over £2m (will increase ongoing)

* Managed integrated project plan, risk mitigation, issue resolution and
works in conjunction with Partners to deliver all resources required for the Google project
* Responsible for designing and delivering Deployment Workshop, Deployment Blueprint and  level project plan/updates
* Responsible for compiling accurate and robust contributions to progress reporting
* Facilitated workshops to ensure all parties were communicated with on change projects
* Worked with service managers/teams to define and develop business requirements related to the Google project.  Ensured that all project deliverables were clearly identified and business cases fully prepared
* Enabled improved collaboration between all departments
* Working with and delivering to multi project sites

**ICT Technical Coordinator** Oct 06 - Dec 11

Responsible for the successful delivery of IT projects and developing new ways of working:

* Project Managed IT refurbishment of all 17 LBH libraries
* Coordinator & first point of contact for Members ICT inquiries
* Establishing relationships, clear expectations and completing reviews with 3rd Party suppliers inc BT and Virgin

**Jarvis Accommodation Services Ltd** May 06 - Sep 06

Facilities Coordinator (contract) - Doubled the monthly hire income

* Cultivating new and existing contacts
* Sales & monthly reports

**Guild of Construction Workers Ltd** Nov 05 - Apr 06

Accounts/Credit Control (contract)

* Payment of invoices and credit cards
* Balancing of overall weekly payroll figures, bank downloads & reconciliations

**Broadband Ltd** Mar 01 – Mar 05

Office Manager - Start up company to sell broadband and mobile phone services:

* Set up new office, admin & systems procedures to ensure efficient and profitable operations
* Marketing, HR & customer services
* Staff recruitment, supervision & training

**ATL** Oct 95 – Sep 99

Owner and Office Manager - Built up and developed company from onset to £500k sales in second year:

* Monitoring, motivating and training staff. setting up and running office.
* Manage relationship with the customer and sales

**Performance Direct Ltd** Apr 93 - Oct 95

Telesales Manager - Helped company achieve from start up to £1m in monthly sales within 3years:

* Monitoring, motivating and training staff
* Telesales

**Education & Training**

Oct 08, 11 First Aid at Work level 3 & renewal

Jun 09 ITIL

Oct 09 Influencing Skills

Jan 10, 13,16 Fire awareness & refreshers

Nov 10 Managing successful projects

Apr 14 MBTI; 365 Degrees Feedback

July 14 - Mar 16 M&LDP - Understanding Leadership; Effective Management Techniques; Employee Engagement; Leading Change; Recruitment & selecting effective teams;Performance Management; Workplace resolutions; Productivity & absence Management; Agile working for Managers; Implementing reasonable adjustments; Employment Law

May 16 Defibrillator training

Oct 16 - Feb 17 Google Digital Garage Certificate

Nov 16 - Chartered Management Institute level 5