

Brendan Blake. CURRICULUM VITAE.

Contact Details

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Personal Profile I am an energetic and successful Technical Consultant / Manager with many years in a variety of IT jobs, including over 31 years at IBM. I have a proven track record of delivery on objectives, including challenges such as assisting customers implement IT solutions, setting up the first ever IBM European Technical Sales/Support team for the Internet, and helping IBM acquisitions such as Tivoli put in place formal Product Introduction processes.

Key Skills/Capabilities

- Business and Technical Management.
- Teaching and communication.
- People management, recruiting, motivating, including management of foreign nationals.
- Customer relationships, sales, support and service.
- Planning, negotiating and gaining agreement to proceed.
- Project management, especially knowledge of product development and introduction.
- Extensive Technical skills, especially Networking, Systems Management and the Internet.

Employment/Career History (Positions from 1971 until 2002 were held while working for IBM).

2003-2015 Teaching: I have enjoyed teaching a series of IT courses based at Richmond Business School including a Kingston University sponsored IT Foundation degree (including Programming, dynamic Web site design and management, Networking and Project Management), and other IT courses (including CISCO and MCSA courses). I have been teaching 2 or 3 modules per semester for the past 10 years, although I am now winding down the amount of teaching I do.

2002-2015: Founded and run Erw Wen Software. Slow but steady trickle of sales of a niche software product; delighted customers. See <http://erwwen.com/holletsys> Includes occasional consultancy for customers and others.

2003-2015 Other IT Projects: I have also worked on a number of IT projects, of which some of the voluntary contributions are worthy of note:

- IT Consultant for the UK National Astronomy Week team for past 9 years. Responsible for design and implementation of the dynamic Web Site used for NAW2014. See <http://astronomyweek.org.uk> This was a very successful event, given wide TV and newspaper coverage, and screen shots from the web site were used in an item on "The One Show". Extensive use was made of social media to publicise the event.
- Created the **Telescope400** Web Site in 2008/9 to support the 400th anniversary celebrations of the first use of the telescope in Astronomy by Thomas Harriot (Oxford Graduate and friend of Sir Walter Raleigh). One of the main UK projects for International Year of Astronomy 2009. See <http://telescope400.org.uk>
- Created the Web Site for the **Bettws Newydd Opposition Group** opposing an illegal building in the Pembrokeshire National Park; received National Press Coverage (including publication of my photographs in the National Press). Applications to regularise the building were rejected (although overturned on appeal). This was a trail blazing use of Internet for a community pressure group and the campaign resulted in substantial changes to National Park procedures.

2000-2002: Systems Management and Pervasive Computing Manager, EMEA Advanced Technical Support. (EMEA=Europe, Middle East and Africa.)

- Responsible for Product Introduction (including field enablement and Solutions Assurance) for products from IBM's Tivoli and Pervasive Development divisions.
- This included successful negotiations with IBM Customers and IBM Development at International level.
- Several major success areas - for example, our team was responsible for driving up field and business partner skills for IBM security management products, and delivering early references, making a significant contribution to the fact that IBM is now market leader in EMEA in this business segment
- Obtained increased funding from IBM Development as a result.

1997-2000: EMEA PISC Networking / Systems Management Manager.

- Acted as consultant to IBM's newly acquired Tivoli Division; helped improve their Product Introduction and Testing Processes.
- Value demonstrated by Tivoli decision to fund and deploy a large world wide team.
- Networking: Our centre established major reputation with customers and IBM, demonstrated by contribution to IBM business: eg 1999: IBM Networking Technical Support in Europe was rated higher than other corporate Networking Suppliers including CISCO (Source: Data Communications Survey) - our centre received much of the credit for this within IBM.

1995-1997: Manager, IBM EMEA Internet Centre of Competence.

- First IBM Technical centre in Europe to support Customers & IBM on Internet Technologies
- Working with IBM Hursley Lab, I identified the need and opportunity, volunteered for the mission, obtained funds and successfully recruited and delivered well received support.
- Developed / delivered early Internet education: eg first EMEA IBM Java class courses.
- Continued to have responsibility for large (25 strong) Technical Sales team also supporting Retail, Networking and Systems Management. Rated "1" performer for work at this time (consistent 1 or 2 performer throughout career.)

1993-1994: EMEA Network and Retail Systems Manager, Installation Support Centre.

- Managed Retail team in addition to the Networking group.
- Obtained new funding, grew size of group, despite core funds being decimated, and most IBM technical support groups being forced to lay people off.
- Provide highly rated support – significant impact on IBM sales and new product success, demonstrated by sales results for products we supported.
- Moved team down from West London to the IBM Hursley Lab, without losing anyone.

1989-1992: EMEA Networking Systems Manager, Installation Support Centre.

- Managed international group of professionals of the highest ability.
- Successfully managed complex international projects, including negotiating with IBM Development and customer and country management at all levels.

1984-1988. Network Strategy and Architecture Manager, UK Technical Support.

- Managed IBM UK Networking Technical Support - highly rated by customers.
- Promoted need for broader IBM networking strategy from SNA to OSI and TCP/IP.

1981-1983. Field Systems Engineering Manager, West Midlands Branch.

- Managed Branch Specialists and Technical Support teams for major Customers (eg GEC, British Leyland.) Met sales targets; achieved high customer satisfaction.

1971-1980. Systems Engineer. Various IBM branches:

- Branch Networking Specialist – consultancy and support to many major Customers.
- Elected Chairman of UK SNA “Information Interchange Group” 1979 (5 candidates).
- Branch Transaction Processing Specialist. IBM representative to UK Guide CICS subgroup 1975-76.
- Publications included Technical Report: **SETR74-009** "CICS Standards" - used throughout world. US residency 1986: Wrote CICS Performance Red Book.

1969-1971 Research Fellowship, University of Minnesota.

- 2 publications plus scientific programming experience, which led me to join IBM.

Qualifications/Education & Training

Post-graduate qualification/s: University of Oxford. D.Phil (Physics) 1969.

Published 8 Scientific papers in journals such as Physics.Review and Proc. Royal Society.

Degree/s : University of Oxford - Lincoln College (1965) Physics (II.1) Viva for First.

Scholarship: Awarded "Old Members" Scholarship to Lincoln College Oxford (1962).

A-levels (or equivalent): School: The High School, Newcastle Staffs. (1955-1962) 3 S (A) Levels.

GCSES (or equivalent) The High School, Newcastle, Staffs. (1962) 10 O-levels.

Teaching (1960s): Taught undergraduates at Oxford, taught part time at Oxford High School (one year).

Personal Information

Nationality : British

Marital Status: Married.

Driving License: Full.

Hobbies/Interests Increasingly our four grandchildren are proving the largest interest. Apart from that I have a continued interested in leading edge Scientific and Technical developments, including the Internet, multi-media computing and Astronomy, I take a keen interest in the world in general. Interests include sailing, music, photography and our holiday cottage by the sea in Pembrokeshire. We run this as a business and we let it very successfully through the Internet using software I designed and developed, and now sell.