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**Robert Hookham** B.Sc. M.Sc. C. Eng. MIEE PMP PGCE  
**An I.T. project manager with significant experience of managing international software and hardware development, within IBM and an IBM “Consulting” environment.**

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### Key skills

- IT project management methods in an international commercial environment. Certified project manager
- Matrix and functional management of bespoke software and hardware development. Responsibility for people, communications and profit.
- Managing people, scope, time, cost, quality, risk, issues and contracts. Including scope definition, change control, test, acceptance and earned value.
- Technical understanding of 3 tier Unix, AS/400, RPG, C, C++ and configuration management and version control tools
- Ability to present complex subjects with clarity to senior management and peers.
- Ability to understand problems and confront issues to find solutions.
- Team player with strong leadership and people management skills

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### Career Summary

#### **Employer: - 2003 – 2007 Southampton Solent University**

Lecturer and Unit Leader 2003-2007

Responsible for administering writing, delivering and assessing courses for, first and second year, degree level students. Subjects include: - Software Engineering, Electronics, Networks and Computer Architecture. (<http://www.solent.ac.uk/>)

#### **Achievements**

- *Successfully completed the Post Graduate Certificate in Education (H.E.).*

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#### **Employer: - 1990 – 2003 IBM UK Global Services**

Worked for Barclays Bank, Unilever Corporate, British Gas Service, Cable and Wireless, SWEB, TSB, NYNEX and IBM Learning services.

Project Management teaching and course development for IBM 1999 – 2003

Responsible for writing, managing and teaching the Project Management Institute (PMI) exam courses for IBM Europe. Also taught Microsoft ‘Project’ and the ‘Project Office’ application from SystemCorp of Canada. (<http://www.systemcorp.com/>)

#### **Achievements**

- *Taught his PMI course to over 2000 senior project managers with an average rating of 1.4 where 1 is outstanding, in a satisfaction range of 1 to 5*
- *Successful resolution of commercial and process issues with PMI USA.*
- *Presented at IBM conferences on Project Management.*

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Project manager for NYNEX cable TV and telephone company. 1997 – 1999

Managed the maintenance and change of a large customer care and billing application.

**Achievements**

- *Managed increase in staff from 15 to 70 and revenue from 2.5 to 7.5 Million UKp / annum*
- *Designed and introduced an integrated problem log / time keeping / version control and configuration system for managing 7 concurrent releases*
- *Managed and negotiated fixed price and time & materials contracts.*
- *Introduced a formal project management system*

Development manager for Unilever Headquarters financial group. 1994 – 1996

Responsible to the Financial Controller for a team of 25 designing and implementing a corporate financial object oriented OLAP application running under Unix.

**Achievements**

- *Increased staff from 5 to 25 and revenue from 0.6 to 2.5 Million UKp / annum.*
- *Managed and negotiated fixed price and time & materials contracts.*
- *Introduced C++ development tools, Rational Rose, Purify and profilers.*
- *Designed and implemented a problem log, version control and configuration system.*
- *Finished on time and successfully agreed follow-on contracts.*

Consultant developing application development standards for TSB. 1994

Researched and wrote the standards for PC programming applications.

**Achievements**

- *Received a personal letter of congratulations from IT director*

Managing integration and test of a credit card authorisation system 1992 – 1994

Implemented an automated credit card authorisation using an Aspect telephone switch and five IBM Unix machines. Managed 15 Bank and IBM employees, presented project test status at Director level and negotiated approval at each test phase.

**Achievements**

- *Retained on a second contract to simulate performance of 9000 calls/hour.*
- *Received IBM outstanding achievement award*

Design of Rapid Application Development prototype 1992

Designed and wrote demonstration code using EASEL and Smalltalk V for front ending of host programs using HLLAPI and APPC.

**Achievements**

- *Application used by sales force to demonstrate Rapid Application development*

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## Employer IBM UK Laboratories Hursley UK

### Managing the development of disk array products 1990 – 1992

Led a US/ UK team designing the strategic disk packaging for IBM products. Second line manager with manpower and budget responsibility for 35 employees. Skills used were man management, problem resolution and project management.

#### **Achievements**

- *Sold the idea and business case at IBM Director level*
- *During this 12 months four IBM products were designed and shipped to budget.*
- *Shortened the time from idea to shipments from 18 months to 10 Months*

### Managed IBM PS/2 video graphics adapter card development 1988 – 1990

Managed a team designing a new graphics processor with assembler and compiler. Responsible for budgets, people and project management. Gained knowledge of OS/2 PM graphics programming in addition to large scale integrated circuit design / simulation, compiler/assembler design and assembler / C coding disciplines

#### **Achievements**

- *This 2-year PS/2 adapter project was completed to schedule and within budget.*
- *Solved significant high speed electronic design problems*

### Managing acceptance of Hard disk memory purchasing for IBM. 1987- 1989

Managed a team of 25 engineers and programmers, in Florida USA, evaluating disk memories made by Seagate. Responsible for man management, project control, problem resolution and test. Set quality targets and presented status to IBM and vendor senior management.

#### **Achievements**

- *This 18 month project was completed to schedule and within budget*
- *Promoted to IBM Laboratory director staff evaluating 386 processor development*

### Team leader in product test and assurance 1974 –1987

Design of equipment for analysis of control loops and holography. Team leader.

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## Academic qualifications

<b>Qualification</b>	<b>Institution</b>	<b>Date</b>
Electrical inspection 2381 / 2391	City and Guilds	2005
Post Graduate Certificate in Education	Southampton Solent University	2004
ECDL advanced	British Computer Society	2002
Project Management Professional	Project Management Institute of America	1998
IBM Certified Project manager	IBM UK	1997
Prince/2	CCTA	1997
Chartered engineer	The Institute of Electrical Engineers	1977
MSc. Electronic instrumentation	University of Aston Birmingham	1974
B.Sc. Telecommunications	Plymouth Polytechnic	1973

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