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# Colin Kendrick

## Head of IT / IT Director



Colin Kendrick is a rarity in the world of IT Management, not only technically capable but also successfully bridges the gap between IT and all other areas of business with ease.

He possesses a natural and engaging persona when communicating with all levels of the business. An intuitive ability in finding the best of breed IT solutions for businesses as well as being an outstanding leader and builder of professional IT Support and Development teams.



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**FULL CV?:** Please [e-mail](#) me with your details and information on available position for a FULL copy of my Curriculum Vitae

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## Personal & Professional Profile

Highly accomplished commercially-aware PRINCE2 qualified Head of IT with a proven track record spanning over a decade of success within Retail, B2B, B2C, FMCG, Healthcare, Corporate & global commercial markets and also outsourced managed services. Results orientated attitude and highly motivated to succeed within business, all combined with exceptional interpersonal and leadership skills that have been proven again and again.

Consistently deliver results through broad strategic insight and inspirational leadership. Senior Line management experience in strategy, operations & development: commercial acumen extends well beyond IT. Delivered challenging national and international IT projects that demanded structural and cultural transformation.

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## Professional Experience

### Head of IT

Day Lewis Plc

**Period:** October 2011 - Present day

**Job type:** Full-Time

**References:** On Request

As Head of IT responsible for the IT Management, Budgets, In House Development Team, BAU Support and IT Business Strategy within the largest independent Retail Pharmacy chain in the UK. With over 1,700 staff members located across over 200 Retail Stores, 5 Distribution Warehouses and e-commerce business thehealthhunter.com.

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### Head of IT

ADP Dental

**Period:** October 2010 - October 2011

**Job type:** Full-Time

Head of IT for ADP Dental - Responsible for the IT management within one of the top Dental Chains in the UK, with over 1,500 staff members located across 130 sites. Transformed the IT Support function and delivered an ambitious IT strategy for

**References:** On Request

development of the business systems and infrastructure in a very tight timescale as well as orchestrating the technical aspect of the merger between ADP and IDH during 2011.

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## **Technical Manager**

**Class Technology Solutions Ltd**

**Period:** October 2007 - October 2010

**Job type:** Full-Time

**References:** On Request

Head of a large distributed IT Team of over 45 engineers, with the responsibility for the provision of IT support to over 30 locations in education with a total user base in excess of 30,000. Led the organisations IT division enabling major changes to assist the business to respond to new opportunities and drive greater value from the existing support structure.

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## **IT Manager**

**Tiger Beer UK Ltd**

**Period:** October 2005 - September 2007

**Job type:** Full-Time

**References:** On Request

Reporting to the MD as the IT Manager at Tiger Beer, was responsible for the IT Department through major transformation as well as maintaining BAU support, systems maintenance, infrastructure and application support. This included a major ERP migration project from a legacy system to a JDE Edwards / Hyperion Reporting based system, which involved integration with the EDI links to all main customers.

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## **IT Manager**

**Ubevco Distributors Ltd**

**Period:** February 2003 - September 2005

**Job type:** Full-Time

**References:** On Request

Reporting to the Board as the IT Manager at Ubevco was responsible for IT Support and IT Strategy, Server Development, Telephony, Infrastructure as well as designing and developing a company intranet. Migrated a central CRM Sales system from a legacy system to a mobile based solution allowing for live individual account tracking and sales stats.

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## **IT Manager**

**Crawfish Interactive**

**Period:** Nov 1999 - Nov 2002

**Job type:** Full-Time

**References:** On Request

Reporting to the CEO as the IT Manager was responsible for IT Support and IT Strategy, Server Development, Infrastructure. Was pivotal in a major office move in 2000 managing all aspects of the new office Server Room, Data Lines and Infrastructure.

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## Early Career Includes:

- IT Project Co-Ordinator - IKON Office Solutions :: **Period:** Dec 1997 - Nov 1999
- IT Contracts & Buyer - Securicor SecurIT :: **Period:** May 1996 - Nov 1997
- IT Support Technician - Securicor SecurIT :: **Period:** Apr 1995 - May 1996
- Packaging Technologist - Unilever :: **Period:** Nov 1990 - Dec 1994

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## Education

### APMG-International

PRINCE2 Practitioner - Licence No. 02898333-01-8M4X [August 2014]

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### IQ/QA

Microsoft Certified Systems Administrator : Messaging

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### City of London Polytechnic

Technical Design & Production Processes

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### John Ruskin 6th Form College

'A' levels in 2 subjects

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### Edenham High School

GCSE qualifications in 7 subjects

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## Recommendations

Colin has made an exceptional impact since taking on the role of Head of IT. He has established a clear strategic direction for his department and managed several concurrent projects very effectively. Colin has also developed his team into a professional unit and has communicated extremely well with the Board on the various issues associated with IT, as well as contributing to the long term management of the overall Group, as a member of the Next Generation Board.

#### Carey Edwards - Non Executive Director

Worked with Colin Kendrick at Day Lewis Plc

Colin inherited an IT function that was providing a sub-optimal service to the business teams and had very poor credibility throughout the organisation. Colin very quickly got to the heart of the issues and then equally swiftly developed and implemented cost effective practical solutions. He established himself as an IT professional who understood the business needs and offered first class in-house client support and service. He was well regarded by his business colleagues and his own team.

#### Keith Fleming - Chief Financial Officer

Worked with Colin Kendrick at ADP Dental

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Colin is a natural born leader who commands respect from those around him. His can do attitude to challenging and often changing situations at very short notice is second to none. Colin is the epitome of professionalism and an asset to any senior management structure. Dedicated, resourceful and an all round great guy that I hope to work with for many years to come.

**Sabri Marsoui - Chief Operating Officer**

Worked with Colin Kendrick at Day Lewis Plc

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Colin quickly mastered a complex series of IT issues involving people, systems and operational factors, providing senior management with a clear and perceptive analysis of underlying causes and presenting solutions in terms of realistic timescales and budgets. Colin built an effective team which transformed IT support with particular attentiveness to the issues which had been bedevilling performance - he achieved high levels of user satisfaction within a matter of months. Suddenly IT became one of the strengths of the company!

**David Hillier - Chief Executive Officer**

Worked with Colin Kendrick at ADP Dental

Colin is an exceptionally talented and business focussed IT Professional and Manager. We have worked together over a number of years on different engagements and I have found that he has great vision and commercial understanding. I've seen him take businesses with major technical and business issues and revolutionise them by introducing new and relevant technologies whilst often saving money and increasing productivity. He has strategic direction, technical vision and delivers outstanding solutions to the businesses where he has worked. I look forward to working further with him in the future.

**Paul Boyd - New Business Director**

Worked with Colin Kendrick at ADP Dental

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In his time at Ubevco Distributors and Tiger Beer UK, I found Colin to be both an excellent reactive problem solver of the day to day IT management issues but, importantly for the development of the business, also a proactive individual in strategising the IT needs for the future. One of Colin's particular strengths was identifying the practical application of IT in improving the effectiveness and reach of a variety of disciplines within the business.

**Roger Gray - Director of Sales**

Worked with Colin Kendrick at Tiger Beer UK

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Colin is a highly capable and experienced IT professional. Colin has great ability for identifying business needs and determining solutions to business problems. Fully adept at understanding the needs of the business as a whole, its strategic

Colin is an excellent Technical Engineer as well as a natural man-manager (such individuals are few and far between). First interviewed by Colin for my present role I immediately gained great confidence in the company CTS and was pleased to accept the

direction, and identifying initiatives that will allow a business to meet those strategic goals He is extremely energetic and brings creativity to system solutions. A pleasure to work with and someone I would strongly recommend to get the job done.

**Marc Neroni - Senior Account Manager**

Worked with Colin Kendrick at Day Lewis Plc

roll. Having worked with him now for 18 months, reporting back to him on my in-house team of 7 has been easy. I have been consistently impressed how ready he always is to lend an ear/advice, take everything seriously and act quickly. His ability to consistently treat myself and my team with the utmost respect and always find time (even though he manages 20 other similar teams) has been remarkable and fantastic. He is an excellent IT Professional.

**Matthew Rushworth - IT Manager**

Worked with Colin Kendrick at Class Technology Solutions