

Curriculum Vitae : Ken Pemberton

British citizen, resident & passport holder. Full UK driving license.

Summary:

An experienced and proven leader of technical projects, people and teams, with very good communication and interpersonal skills, and a keen eye on commercial matters. Extremely hard-working, with an infectious can-do attitude and a passion for the job. While I am primarily an IT and systems specialist, it is very much with a practical focus; exciting new technologies are all very well, but if they don't add value in some way, they have no place in my business.

I'm looking for a post that will allow me to put my vast technical experience and management background to good use as an integral member of the management team. Although I primarily see myself as a manager, organiser and facilitator, I do like to keep my hand in on the technical side and I'm not afraid to roll up my sleeves and get my hands dirty. I get on very well with colleagues and clients, and I'm highly skilled at turning a vague customer (whether internal or external) wish into a solid technical specification, then managing the development and implementation of the solution.

I am seldom happy with "good enough", and I'm always looking for ways of making things more efficient and effective, both within my own domain and for the business as a whole. My personal mantra is "get the job done". That doesn't end with what's on my job description, it merely starts there.

Key Strengths:

- Management of technical projects:
 - Software, systems, networks, servers, infrastructures.
 - End-to-end, from pre-requirement discussions to post-implementation support-plans and identification of future additional extensions and related opportunities. Project time-lines including contingency planning and deviation resolution plans.
 - Provisioning and scheduling of both internal and external resources, including third-party suppliers and sub-contractors.
 - Cohesion of geographically-diverse sites and teams across time-zones.
- Management of people.
- Innovative thinking, taking the initiative with ideas and suggestions for improvement.
- Clear communication skills, from non-technical customer interaction, to technical team, to board level.
- Expert-level software, server, network, infrastructure and system design & development skills.

Career History Summary:

Dec 2004 to present: OutNow Entertainment (formerly MyMovieStream) – IT Director.

Dec 2002 to Dec 2004: SACO Systems – General Manager, Head of UK Operations.

Sep 1999 to Dec 2002: SACO Systems – Software and IT Systems Manager.

Mid 1987 to Sep 1999: SACO Systems – Developer/Analyst (mostly Delphi & SQL Server).

Sep 1986 to mid 1987: Control Instruments Johannesburg – National Computer Support Consultant.

Jun 1984 to Sep 1986: Control Instruments Durban – Internal Programmer.

Mar to May 1984: Control Instruments Durban, South Africa – Software Consultant.

Current Employment:

IT Director of OutNow Entertainment (formerly MyMovieStream) Limited since late 2004, and a co-founder of the company. Responsible for all IT-related aspects of the business, from specification & procurement to design, development and maintenance of the bespoke systems and services. Overall IT, planning, e-commerce & network strategy and control over third-party suppliers and contractors. In charge of a small team of developers. In addition to the management responsibilities, this has been a very hands-on role.

I put a lot of effort into optimising and streamlining business processes, increasing productivity, managing loss and reducing costs. One example: with my design, OutNow were the first DVD rental service to implement the dispatch of multiple titles per envelope, resulting in a saving of about one-third of our postal fees, our single largest cost-contributor. This change also reduced the envelope usage, which in turn reduced cost and waste. It resulted in a lower damage-rate, as two or more disks together are stronger than one alone, which was another motivator behind the design. It also gave us the opportunity to package a high-cost disk with a low-cost one, helping to level the cost of a lost envelope (the Royal Mail reimburses a fixed amount per disk lost). Deep analysis of usage profiles, coupled with impact assessment studies, led to a robust design that has held up for several years now; further modelling has shown that it's still optimal.

OutNow is the UK's third largest DVD rental-by-post service, was rated the best in the land in *WHICH?*, and powers <http://www.outnow.co.uk>, <http://www.lidlmovies.co.uk> and <http://www.empiremovieclub.co.uk>, with another brand coming online soon.

On top of the customer-facing websites, I've also been responsible for the bespoke CRM and CMS systems, from design to deployment and beyond.

Data modelling and pattern analysis have been an important part of this role, allowing me to pre-emptively identify problems and opportunities. For example certain usage patterns may indicate an increased likelihood of imminent subscription termination. Raising the flag with the customer service and marketing teams (along with certain automated measures) gives the business a much better chance of retaining the customer and protecting income.

Previous Employment:

SACO Systems Limited. Head of SACO's UK operation from late 2002 to late 2004. SACO supplied and maintained Scottish Courage's Container Tracking System.

The Scottish Courage system was developed by SACO specifically to address the problems of beer keg/cask deliveries, theft and other abuse. It is based around the Philips HITAG RFID chip, with custom-designed fixed and portable read/write units, a large software suite, and a massive database. Approximately 1.8 million containers were tagged. I was involved in the project from inception.

I was responsible for all aspects of the UK operation excluding legal/financial matters such as taxation, in charge of a small team of technical support staff, and represented SACO's interests in Europe. Primarily I managed new projects from end to end, and ran the support of existing installations. Aside from technical matters, I was responsible for the operational budget and finding ways to improve financial performance.

Prior to being transferred to SACO's UK operation, I ran the Software and IT departments at SACO's Head Office in Johannesburg. SACO's South African operation primarily addresses the Time & Attendance, Access Control, Security and Asset Tracking markets.

One of my innovations at SACO was the design and development of the Remote Clocking Database (RCD) module, enabling deployment of centrally-managed Time & Attendance and Access Control to remote rural areas with unreliable communications infrastructures. This increased SACO's sales opportunities and was key to landing several new accounts.

I was able to implement systems and processes at SACO which helped the HR and Finance departments keep better track of resource utilisation and project expenditure, saving them hours of effort daily. This basically entailed replacing a paper-based job-card and budget-management system with a bespoke computerised one, and also gave us the ability to forecast upcoming manpower, stock and resource requirements. Apart from the savings and benefits to the administrative departments, it also saved time and frustration for the engineers and technicians, who all hated paperwork anyway. This was not a company-sanctioned project, but something I instigated within my team as a "hobby-job". It was subsequently adopted company-wide.

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References:

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Ex SACO Systems
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Matt Nicholson
General Manager, Ex MyMovieStream
Telephone 0779 077 5208

Via LinkedIn:

"Ken has the rare gift of being able to explain IT to Business people and to understand business from an IT perspective. He is a dedicated and talented guy who can lead or fit into a team to maximise results. I would have no hesitation about recommending Ken to any business where technology is fundamental to that business."

Other testimonials:

(via LinkedIn) DM: *"Ken is a rare breed indeed – a highly intelligent, widely experienced IT guru with the ability to communicate with non-technical people at all levels. Ken is a great problem-solver and is never short of technical, practical and commercial ideas and is equally at home managing people/projects, or rolling up his sleeves and "getting under the hood" himself. Ken's skills and experience, allied to his relentless enthusiasm and 24/7 commitment, make him a great guy to work with and a true asset to any management team."*

(via LinkedIn) SW: *"Ken has very diverse skills, from programming to database administration to business analysis, a very resourceful person who is not afraid of hard work and tight deadlines. An excellent guy to have on your team."*

(via LinkedIn) RP: *"Outstanding IT Manager, quick and knowledgeable, highly recommended."*

(via LinkedIn) IM: *"I worked with Ken at Saco for a number of years and he was instrumental in breaking the barrier between sales requests and software deliverables. He made the interaction between the sales department and software development very easy to negotiate. You knew upfront what you would get and when you would get it"*

(via LinkedIn) JF: *"I had the privilege of working for Ken at SACO systems. He was a great leader who inspired his team to work hard and reach achievements that where to the benefit of the company. He was always easy to talk to and always had a vast range of knowledge that he passed on very willingly. I welcome the opportunity to work with him again one day."*

(via LinkedIn) WB: *"I reported to Ken directly as a Software Developer at SACO systems. I was a fresh junior at the time with no experience. With Ken's trust and guidance I could get my career on the go. Ken was and will always be the best boss to work for, and a great friend."*