Eric Kendrick BSc CBCI

I am a professional with strong experience across different roles and environments. I have a strong technical background with particular strengths in process, controls, analysis, integration, automation, and usability. I am creative and have vision, and particularly adept at introducing new service functions when top management buy-in is secured. I am enthusiastic, flexible, persistent, and very driven and results-oriented

# EXPERIENCE

IT Governance Manager@Orbit (2017-present)

Formed as a new function for the organisation, including team specialists covering commercial management, change, and assets. Promoted adoption of COBIT as part of group strategy, aligned to corporate objectives.

* + IMPLEMENTED COBIT ROLL-OUT with a complete maturity assessment, and comprehensive training programme.
  + FORMALISED CHANGE MANAGEMENT Taking it from Maturity-1 (initial) to Maturity-3 (Defined) within one year
  + ENDED ISO27001 CERTIFICATION Identified control maturity out-of-step with needs and other controls levels, tactically terminated the certification while in compliance to invest in overall business aligned control development
  + CREATED A RISK FRAMEWORK Based on COBIT for Risk, including custom managers toolkit, and rating system
  + INTRODUCED CMDB & ASSET MANAGEMENT Tracking end-point devices, servers, and software / licensing.

IT Service Continuity Manager @NFU Mutual (2015-2017)  
As part of IT Architecture; my role was to build and manage a dedicated & virtual team of ITSC specialists

* + LED IN CREATION OF CONTINUITY FRAMEWORK Comprising of charter, strategy, standards, training, distribution plans, review & working committees, plus realistic KPIs
  + SECURED £800k TEST BUDGET Produced tactical DR plans, runbooks and recovery scripts using the framework and scheduled testing to prove them via regular live and desk-based testing against a variety of defined scenarios

IT Change Manager @NFU Mutual (2012-2015)  
My role focused on maturing and maintaining existing good process & controls, plus creating a new ITSCM service

* + 70 CHANGES PER WEEK Responsible for the Change Management (ITCM) service. Managed a team of change analysts and chaired both the Change Advisory Board (CAB) and Technical CAB
  + CONTROL & COMPLIANCE IT Point of contact for internal and external Auditors, negotiating scope/response and monitoring action progress / ensuring closure. Also responsible for control evaluation and maturity assessments
  + DISASTER RECOVERY Formed a new IT Service Continuity Management (ITSCM) service aligned to company risk management framework, implemented policies & procedures, and introduced a testing programme
  + IT SECURITY (IAM) Introduced wide-ranging Identity and Access Management (IAM) controls, plus deployment of RBAC solution, and ensured existing security procedures aligned with corporate policy & ISF best practices

Senior Developer@NFU Mutual (2009-2012)  
Life & Pensions developer with multiple roles across A.I.A and 3r teams, covering full service lifecycle

* + TECHNICAL OWNERof CRM Product. Introduced in-house development capability, giving usability improvements, MDM and integration. I also created build and deployment automation. Established an agile off-shore team
  + DATA PROVISONING Implemented a SOA framework and developed data models and integrate mappings between Life systems – introduced standards and defined limits of control
  + IT CHAMPION IT delegate to CEO forum. IT Dragons’ Den participant. Directed IT branding

Contractor@Self-employed (2006-2009)  
Provided a wide variety of IT services, including Data-recovery, Web design, and enterprise contract work

* + FORENSIC AUDIT As an A.I.A application specialist I was brought in to investigate and resolve financial anomalies in several high-value pension policies for a financial services organisation

3r Senior Applications Consultant@CSC (2003-2006)  
3r is a multi-channel CRM system, written using Java, C++, and XML

* + PRINCIPAL AGENT Key on site consultant, including last remaining on projects; performing training and hand-over to client, responsible for fielding issues and maintaining the client relationship on a daily basis
  + WORKFLOW WEB SERVICES Worked on a Workflow SOA solution using XML transformations

A.I.A Senior Applications Consultant@CSC (1998-2003)  
A.I.A is a pension system, written in GraphTalk/ProLog. Developer & Integregation specialist, working across EMEA

* + SOLUTION ARCHITECT & TEAM LEADManaged a 5-man team over an 18 month period on-site to develop and distribute a Taxation Framework in A.I.A for multiple international clients
  + PERFORMANCE BASELINING Designed and implemented product analysis tooling, applied this to 100s of computers, networks, and performed multiple in-depth case-studies

Dialogue Manager Developer/Analyst @Fujitsu-ICL (1995-1998)  
Dialogue Manager is a Windows integration tool and “screen scraper” for legacy systems

* + BASE PRODUCT DEVELOPER Created the licensing solution for product, developed and managed source control, product build and installers. Developed Delphi support, in-product wizards and code editor
  + BESPOKE SOLUTIONS Bespoke VB solutions using product for several government and FS organisations

# QUALIFICATIONS

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| TRAINING | Certificate of the Business Continuity Institute (CBCI), Certified Information Security Manager (CISM Exam), COBIT v5 Foundation, ITIL v3 Foundation, ITIL Service Operation, ITIL Service Transition |
| EDUCATION | BSc. (Hon’s) 2:1 in Computer Science. A-Levels in: Computing, Maths & Statistics, and English |

# SKILLS

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| STANDARDS COBIT, ITIL, ISF, CISM, SFIA,  TOGAF, ISO27001, ISO22301 APPS  MS Office, Contribute, Sharepoint Designer, Visio, Photoshop, Illustrator, Lightroom | ENTERPRISE LOB APPSAIA, Workflow, CRM / 3r,  Screen Scraping DEVELOPMENT PowerApp, Subversion, JAVA, C/C++, VBS, Delphi, DOS Batch, SQL, UML | WEB TECHNOLOGY  XML, XSLT, XSD, WSDL, HTML, CSS, Dreamweaver, Content Management Systems (Joomla/Mambo), Sharepoint, Bootstrap, PHP, ASP, Javascript, Flash/Actionscript |

# PERSONAL DETAILS

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| ADDRESS | 5 Brookside Road, Stratford-upon-Avon, Warwickshire, CV37 9PH | TEL | 01789 601820 07706 500496 |
| EMAIL | eric@erickendrick.com |
| INTERESTS | I have a variety of creative interests: I enjoy art, graphic design, and photography. I have produced company logos, marketing materials, software artwork, and commercial wedding photography | | |