

Ian Key

Experienced Implementation and Project Lead with a background in HR, Recruitment and Business Administrative Support.

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Located Kendal, Cumbria

Find out more about me:



Employment

September 2016 – Present

Implementations and Projects Lead – engage|ats (Havas People)

Having attained a promotion from my previous role within engage|ats, my new role as Implementations and Projects Lead is to support our new clients through the implementation process including:

- Facilitating the initial specification meeting
- Building and configuration of the system
- Proposing development specifications for bespoke development
- User Acceptance Testing
- Go-live Support
- Post live review meeting

This is all achieved in line with project plans and budgets, in a very client focused approach. This involves coordination of our Client Service Executive team, Project Team and our Development Team to ensure these projects are delivered.

I also assist with the planning of existing client and system wide projects and ensuring these are achieved fully, within the time allowed. Additionally I have managed a number of existing clients accounts in an account management capacity.

January 2016 – September 2016

Senior Client Services Executive – engage|ats (Havas People)

In Client Services, we are responsible for delivering a varied offering of online recruitment solutions to clients new and current. These solutions are primarily focused on online recruitment systems usage, recruitment process advice, online testing and integration.

My role as Senior Client Services Executive is to provide an excellent level of support to the Client Services managers, Clients and their candidates, configuring client systems, producing training materials and testing new functionality before releasing it to our clients.

January 2014 – January 2016

People and Business Support Team – Lakeland (Windermere)

The People and Business Support Team provides administrative Human Resource and Recruitment support to 69 Retail Stores and 9 Head Office departments.

I held a unique role in the team as I was mainly project based and jumped between tasks, supporting different areas when required. As part of the People and Business Support team, I had a number of additional responsibilities which include:

- Administrative support for our Managing Director, Estates Director and our four Operational Directors
- Managing confidential data and developing/analysing management reports
- Developing, Implementing, Reviewing and Improving systems and processes
- Storing/recalling legal documents and communications with Lawyers/Property Agents

About Me

Name: Ian Key
DOB: 18/06/1993
Nationality: British
Availability: Full Time, Permanent Roles

Summary

I'm a skilled Implementations and Projects Leader who has successfully implemented a number systems for high profile clients.

With skills in Project Management and a solid background within Human Resources, Recruitment and Business Support/Administration, I've actively developed as my roles have evolved over time.

I look for challenging roles that test me and require me to keep evolving and learning as I go.

Soft Skills

Team Working

Communication

Managing Change

Time Management

Customer Service

Technical Skills

Pages/Word

Numbers/Excel

Keynote/PowerPoint

Mail&iCal/Outlook



Employment Continued

Summer 2012

Student Finance Assistant / Office Assistant – Carnegie College (Dunfermline)

Assisting the Student Finance Manager with processing, collating and filing student bursary applications and dealing with enquiries with applications.

I also held a series of drop-in sessions for students and carers to find out what funding was available to them.

A further task in the role was working with the Reception/Customer Services team include signing in guests and helping them navigate the building plus answering telephones/switchboard and responding to customer queries.

2010 - 2014

Retail Assistant – Lakeland (Edinburgh)

Working as part of a sizeable retail team, there was a range of tasks including:

- Accurate cash handling and banking
- Stock replenishment and stock counting

I also managed the induction and training of new members joining our team.



Education

2013 - 2014

BA Business Management – Edinburgh Napier University

The BA Business Management course included units such as International Business, Strategic Business Management (in a Global Context), Organisational Change Management and also included a 6 month Work-Based Project.

Summer 2013

Business Management and Administration – Carnegie Mellon University (Pittsburgh, PA)

I studied for two months at Carnegie Mellon taking degree classes such as International Marketing and Financial Forecasting. Made possible through the George Lauder Bursary awarded to me by Carnegie College.

2012 - 2013

HND/HNC Business Administration – Carnegie College

Units in the course included:

- (Advanced) Spreadsheets
- (Advanced) Word Processing
- (Advanced) Databases
- Presentation Skills
- Research Skills
- Business Culture and Strategy
- Project Management (Microsoft Project)
- Financial Accounting Software (SAGE)
- Recording Financial Transactions
- Office Administration

Awarded the Andrew Carnegie Business School Award for Outstanding Achievement in my HND year.

Certifications

Microsoft Office 2010 Certified Trainer

Microsoft August 2014

Microsoft Office Specialist - Word 2010

Microsoft December 2011

Microsoft Office Specialist - Excel 2010

Microsoft December 2011

Microsoft Office Specialist - Access 2010

Microsoft December 2011

Microsoft Office Specialist - Outlook 2010

Microsoft December 2011

Microsoft Office Specialist - Powerpoint 2010

Microsoft December 2011