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*Born: 1<sup>st</sup> June 1968*

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### **CANDIDATE OVERVIEW**

A successful and flexible freelance Training Consultant, I have worked in a number of different industries including Telecommunications, Utilities, Government and Manufacturing. I am equally comfortable with both Management and design and delivery positions. My most recent position has been end-user training for the roll out of a high-profile Oracle based bespoke application for the Home Office, which was based nationwide.

My key skills are:

#### **Design and delivery**

Bespoke software applications  
Oracle 11i  
Sales Skills  
Customer Service Skills  
MS office (PowerPoint, Word, Excel, Internet Explorer)  
Team Building  
Motivational seminars

#### **Management**

Train the Trainer  
Training plan development and strategy  
Team building and motivation  
Project Management  
Cultural shifts  
Creative problem solving

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### **CAREER HISTORY:**

*October 2001 to  
date*

#### **Freelance Training Consultant**

- **Home Office, based Liverpool and Croydon** *(February 2004 – date)*  
Delivering Oracle 11i training to core Home Office users – Modules including GL, AR, AP, CM, HR and iProc
- **Norwich Union, based nationwide** *(September 2003 – November 2003)*  
Designing and delivering end-user training for a desktop migration to Windows XP and Lotus Notes
- **Cox Insurance Services, based in Bradford** *(July 2003 – September 2003)*  
Working with both agents and Management to design, deliver and evaluate soft skills training to support the introduction of an outbound dialling system.
- **SEMA (Schlumberger), based nationwide** *(December 2002 – July 2003)*  
Delivery of an Oracle based bespoke system upgrade to existing users within the Home Office, and also to 7000 new users, based at various locations throughout the UK, including Croydon, Dover and Sheffield.
- **CPP, based in York** *(December 2001 – December 2002)*  
Joining as Interim Development and Training Manager to cover illness, my main brief was to redesign and deliver into the business a three week induction programme. I also had a brief to increase the size of the team to meet projected business needs, and develop the existing members of the team to improve their effectiveness.

#### **Main Achievements**

- Successfully redesigning the Telemarketing induction programme
- Successfully delivering the induction programme to new starters
- Developed a member of the Training Team to take over from me at the end of my contract

- **SEMA (Schlumberger), based in Leeds**

*(October 2001-December 2001)*

Working with the developers and the Business (Home Office) to design and deliver an effective training and coaching programme to support the installation of a new bespoke system called CID. The system was Oracle based, accessed at user level by a web portal.

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*November 2000 to  
August 2001*

**Dolphin Telecom, Chelmsford, Essex**  
**Customer Operations Training Manager**

Designing, delivering and evaluating training needs within the Customer Operations function. Reporting at Director level.

Achievements including:

- Compiling a Training Needs Analysis for all Customer Operations staff and management teams.
  - Designed and delivered training programmes for both IT and soft skills
  - Working closely with the business, designing and delivering appropriate and specific training to meet the business needs, including both soft skills and Vantive system training.
  - Successfully managing the training for three new full Vantive releases, and a number of updates.
  - Instrumental in the successful establishment of a new Call Centre at Basingstoke, including recruitment, training design, delivery and evaluation, and post induction Coaching and support.
  - Evaluating training effectiveness, and re-designing materials as required.
  - Management of a 'virtual' team of 4.
  - Developed training materials for the Dolphin Intranet, using Front Page.
  - Successful in the redesign and management of the refurbishment of the training room, and establishing it as a Learning Resource Centre at Chelmsford Office.
  - Introducing Web based learning materials into the Learning Resource Centre as a low cost, high impact means of staff development.
  - Identifying potential risks and challenges to the Business Managers and Director.
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*April 2000 to  
November 2000*

**Dolphin Telecom, Chelmsford, Essex**  
**Order Administration Manager**

Managing the order process, to ensure timely delivery and activation of handsets.

- Successful management of 17 staff, including two Senior CSAs.
- Integral to Order Administration process redesign to a systems approach.
- Instrumental to improvements in communication and closer working relationships with other key departments, including Sales, Marketing, IT and logistical functions.
- Analysis of trends in order frequency and productivity, and reporting these to the Head of Customer Service.
- Successful in improving overall team outputs, and average individual outputs by 14% in six months, by Coaching and supporting individuals, and adapting the process where appropriate.
- Encouraging team member's involvement in process improvement initiatives and the launch of new products, ensuring a consistent growth in knowledge levels and skills.
- Effectively recruited six new staff members to the Order Administration team, increasing the team size by 43% since April 2000.

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*June 1999 –  
April 2000*

**Freelance Training Consultant**

- Successfully providing on-site IT application, including the Microsoft Office suite, and soft skills training for businesses in a variety of different fields.
- Establishing client and delegate requirements through Training Needs Analysis.
- Successful in course design and delivery based on client and delegate needs.
- Effective training evaluation, leading to contract extensions and repeat business.
- Integral to the migration of a new software suite at Lotus Cars.
- Achieved an average mark of over 90% from feedback given to Anglia Computer Training by four companies and over 35 delegates, based on course content, design and delivery.
- Successfully designed modular software training courses, enabling delegates to learn required skills, whilst maximizing their working day.
- Generic, soft skills training, including presentation skills, team building and letter writing.
- Facilitation of process improvement initiatives.
- Instrumental in the design of soft skills training for Hermes Training.
- Successfully learned a bespoke system, and designed and delivered a course within six weeks of the start of my contract with Dolphin Telecom.

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*August 1987 –  
June 1999*

**Eastern Energy (formerly Eastern Electricity),  
Bedford and Bury St. Edmunds  
Development and Training Manager**

- Successfully developing a Development and Training plan, by working closely with departmental functions to ascertain their strengths, weaknesses and priorities, and linking in with the overall business plan and strategy.
- Efficiently managed the training budget, showing an under spend of 3% for the 12 month period to April 1999.
- Facilitating the development of both the staff and Management team, using a variety of methods to ensure individual learning styles were catered for.
- Successfully designed and delivered training courses including system skills, communication, team building and presentation skills.
- Effectively evaluated the training, ensuring a constant improvement in the quality of training materials, delivery and overall value.
- Achieved an improvement in staff turnover rates in 1998-1999 to 7% (from 12% in the previous 12 month period), through improved recruitment practices and dedicated training plans.
- Outsourcing of training work through a network of contacts, mainly dealing with specific requirements including credit control skills and NVQ assessment
- Successfully specified, designed, launched and managed a Learning Resource Centre, to ensure staff and Management had access to learning materials and support to enable their personal development, and the enhancement of their skill levels.
- Launched a work based competency framework, linked to a National Vocational Qualification (NVQ), enabling staff to develop their skill levels to benefit the company, whilst achieving a nationally recognized qualification.

## EDUCATION AND QUALIFICATIONS

**1982-1986**

**Hillside School, Borehamwood, Herts**

*Qualifications:*

*O'Levels*

English Literature

English Language

Mathematics

*CSEs*

French

German

Chemistry

Physics

Geography

### **Further Education**

1996 Certificate in Training Practice (CTP) – Institute of Personnel and Development

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### ***OTHER INFORMATION***

*Interests:* Music, sports, travelling, computers and self development

*Marital Status:* Separated

*Nationality:* British

Member of the Institute of Personnel and Development (IPD)

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