

Allen Clarke

Mobile: 07507002539 | email: a.clarke17@outlook.com | www.linkedin.com/in/allclarke/

PERSONAL STATEMENT

Project Management professional with over 11 years of operational, financial and management experience within the hospitality sector. With various projects ranging from small to mid-sized digital implementation, using both waterfall and agile methodologies. Adept at researching, stakeholder engagement, managing multiple and changing deadlines. I am inquisitive when it comes to learning about new technologies and finding ways to use them to improve or innovate a current business process. This led me to studying cloud architecture and infrastructure, as a result I am looking forward to pursuing a career as a Cloud Solution Architect.

CLOUD SKILLS

- Cloud Governance and Compliance
- Cloud Network Management
- Cost Management and Billing
- Cloud Storage
- Cloud Computing
- Security Tooling & Identity Access Management

TRANSFERABLE SKILLS

- Project Management
- Stakeholder Management
- Change and Transformation
- Risk and Issue Management
- Requirements gathering
- Client Relations & Presentations
- Business Process Mapping
- Data Modelling
- Facilitation of workshops
- Change Impact Assessment

EMPLOYMENT HISTORY

Project Manager | Whitbread

May 2021 – Present

Key Achievements:

- Delivered an integrated payment solution to 31 German Hotel. This gives the onsite teams the ability to take payments directly to the “Pin Entry Device” (PED) from either Hotel reservations system or restaurant systems.
- Delivered an automated and secured transfer of employee HRe records from Data Platform into the onsite scheduling tool weekly. This enabled the onsite management team where scheduling teams within the allocated times and breaks.

Project Lead | Whitbread

Jul 2019 – May 2021

Key Achievements:

- Managed the implementation of Working Time Regulations reporting solution within the UK Hotel using Microsoft Power Apps
- Delivered a HR portal that allowed users to look up their employment details and status via SharePoint.
- Migrated 10 hotels Wi-Fi infrastructure to Meraki solution enabling users to receive a full allowance of 10Mb per device and provide sites with an increased bandwidth of 400Mb.
- Managed a successful customised system build and upgrade of over 850 site Oracle Micros ePOS version from Micros RES 5.4 to Micros RES 5.7.

Business Analyst | Whitbread

Jan 2018 – Jul 2019

Key Achievements:

- Interviewed 21 end-users from across the organisation and documented their current business processes. Resulting in acceptance criteria for the proposed solution impact assessment.
- Prioritised 15 bespoke developments using the MoSCoW methodology to secure the sign-off from stakeholders.

Main Responsibilities:

- Gathered and documented over 200 end users' functional requirements.
- Mapped 320 day-to-day business activities completed by the end users in the current solution.
- Evaluated 56 current (“As-Is”) business processes against future (“To-Be”) proposal solution.
- Supported the Senior Business Analyst in evaluating and analysing 320 current business process.

Business Change Lead | Whitbread

Jan 2017 – Jul 2019

Key Achievements:

- Organised and facilitated Operations Working Group sessions every 6 weeks. This group comprised of 25 Hotel management end-users, representing the different operation complexities.
- Documented and presented 56 recommendations to the operational sponsor, which ensured an informed decision during each solution development increment cycle.
- Captured and analysed the training requirements and system usage of 15,000 team members within the business end users
- Evaluated 128 business scenarios and documented Change Impact Assessments against 36 business-critical processes; resulting in an updating of the existing training approach and the resource requirement.
- Documented 322 business processes for the hotel operation end-users. This resulted in functional and knowledge gaps reviews, revision of the Training Plan, and raising an additional Change for Request to supplier.
- Identified 4 potential gaps within the proposed solution and using Gap Analysis to show impact/change to end-user day-to-day activities as well as the business processes.
- Created 50 Test Scenarios and Scripts which was executed against the proposed solution.

Main Responsibilities:

- Engaged and developed working relationships with over 20 senior onsite management teams.
- Created and delivered Training Needs Analysis; assessed training needs of 15,000 end users and their roles within the organisation.
- Created and delivered Change Impact Assessments; that assessed and captured impact to the business 25 end users on the proposed solution.
- Attend 25 Due Diligence Workshops with potential suppliers to understand their solutions.
- Reviewed 134 developer High-Level Design product document.

Operations Manager | Premier Inn

Jan 2014 – Jan 2017

- Facilitated database re-platforming migration readiness workshop with 49 Hotel Managers
- Piloted a 12-weeks electronic Health and Safety reporting for 10 hotel sites resulting 100% compliance.

Various Other Roles | Premier Inn

Apr 2010 – Jan 2014

- Roles were; Food and Beverage (Restaurant) Manager, Duty Manager and Receptionist.

QUALIFICATIONS

- **Amazon Web Service (AWS) Certifications:**
 - AWS Certified SysOps Administrator Associate (*Awaiting to complete exams*)
 - AWS Certified Solution Architect – Associate (Dec 2021)
 - AWS Certified Cloud Practitioner (Jan 2021)
- **Microsoft Certifications:**
 - Azure Fundamentals certification (Mar 2022)
- **Scaled Agile SAFe**
 - Certified SAFe® 5 Agilist (Jan 2022)
- **Prince2 Certifications:**
 - Foundation (Sep 2020)
- **British Computer Society (BCS) Certifications:**
 - Foundation in Business Change (Jan 2019), Business Analysis Practice (Jul 2018), Modelling Business Processes (Oct 2018) and Requirements Engineering (Nov 2017)
- **B.Sc. in Information and Communications Technology (Hons)**
Greenwich University, Feb 2011 – Jan 2012
- **B.Sc. in Information Technology (major) and Business Administration (minor)**
St. George's University, Grenada. Jan 2004 – May 2009