

Curriculum Vitae | Alan Miles

I'm a Senior Technology Consultant with over 30 years' experience working with everything from early industrial robotics to designing and building computer systems - to enterprise management systems to database design and the latest in Microsoft technologies. If you need a person who can get their head around how technology can enhance your business, I'm your man.

If it is important to you to get something done, I will work to find the most effective and economic way to make it happen. I'm known to find solutions to problems where others have failed. As a result I have become a valuable "Jack of all trades", as well as being a specialist in a few areas.

At present I offer expert services in:

- Establishing or upgrading local network services (e-mail, web, applications, terminal services) for small to medium sized businesses.
- ERP (Enterprise Resource Planning) and CRM (Customer Relationship Management) implementation.
- Business process mapping, process improvement and automation.
- Small to medium business requirements analysis and systems architecture.
- Application of supply chain, manufacturing and inventory management methods.
- "Agile" frameworks for systems development.

I am passionate about solving business challenges and applying the appropriate technologies. I am a good listener, an analytical thinker, an effective communicator, and can be diplomatic when I need to be. These attributes mean that I can formulate solutions to problems and guide a project to success.

I get great satisfaction from helping a project succeed and work hard to ensure that this happens. I love what I do and know that what I have to offer is valuable in today's ever-evolving business environment.

PERSONAL INTERESTS

For more than 20 years, I was very actively involved in community work, including three years as the leader of Hamilton Life Line, a 24-hour telephone counselling service.

I am also an artist and photographer with a preference for the landscapes of New Zealand. I enjoy exploring the outdoors and my artworks and photography reflect this.

Whether painting or working with computers, I really enjoy any opportunity to create something new and different.

For further information please visit:

- www.amba.co.nz
- www.linkedin.com/in/alanmilesamba

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SUMMARY OF EXPERTISE

Technical Architecture & Design

My most valuable strengths are in process engineering and systems architecture - designing and defining the way various systems will best fit together. I take a very practical and pragmatic approach to problem-solving and offer the greatest benefit to clients in a role where I am asked to advise across a wide range of business activities, not necessarily restricted to IT systems.

Project Management

I have managed small teams and worked to meet the needs of a variety of businesses from local to international. I have a reassuring manner and can communicate effectively in many different situations. I have used methods very similar to "Agile" since before the methodology was formally defined. I'm used to working on projects where the scope and priority are ever-changing.

Development

I have a background in various development languages and enterprise systems which includes designing complex relational databases. This includes the ground-up creation of three operating systems, a communications protocol and several industrial process monitors and controllers. I also have experience in designing automated business processes and comprehensive ERP (Enterprise Resource Planning) and financial management systems.

Technology

I maintain a practical knowledge of how best to implement and maintain a variety of technologies. At my home-office I run Microsoft Small Business Server 2008 with Exchange Server and MailMarshal providing mail services on one server. The web server is Windows Server 2008 R2 with DotNetNuke to provide services for all my domains, plus a few others. The application server is Windows Server 2008 R2 with SQL Server 2008 R2 to support Microsoft CRM and SharePoint Server. I run a wide area network between our two locations.

Industries

I have practical experience with commercial, industrial and laboratory processes in a wide range of industries, including warehousing, transport, animal health, dairy processing, meat processing, kiwifruit cool-storage, timber (milling, drying, treating and mouldings), quarrying, textile (fabric and carpet), clothing, plastics (extruded and vacuum moulded), steel (milling, forming, treatments, etc), and others.

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SKILLS & EXPERTISE

Management

- Able to draw the best out of others, I have mentored several young IT professionals into starting their own business.
- I'm familiar with the practise of "Agile" methodologies, including "Scrum".
- I have an in-depth understanding of business principles. I can communicate well with management and accounting professionals.

Process Improvement

- I can take an overview of processes, identifying both strategic and practical advantages to any proposed improvements, and confidently communicate these to business owners and staff.
- I'm committed to the continuous improvement of processes throughout an enterprise. I understand the principles and practice of "Lean" methodologies.
- I understand how to positively influence people's behaviour to achieve a culture of improvement.

Leadership / Interpersonal

- I have strong problem-solving skills and am able to make decisions when required.
- Experienced at taking a mentor role with less experienced individuals.
- I'm able to take direction from others. I'm happy to either work alone or in collaboration.

Operational & Change Management

- I have proven success in promoting and managing IT systems upgrades.
- Innovative and practical, with a very strong commitment to quality.
- I'm adaptable and can learn new skills quickly.

Technical

- I have a comprehensive understanding of systems and processes relating to product importation, manufacturing, distribution, inventory control and financial management.
- I understand both the advantages and the limitations of mobile technologies.
- I'm experienced with enterprise products such as Windows Server, SQL Server, Exchange Server, MailMarshal, SharePoint Server, and CRM, including security and disaster recovery.
- I have an-depth understanding of database design and operations.
- Experience in deploying business intelligence tools.
- Expert level developer on Pick systems, such as D³, UniVerse, UniData, etc.
- Experience in devising means to automate processes, including the use of XSQL process-mapping and automation tools.
- Experienced with the ASP .Net DotNetNuke web content management system.

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EXPERIENCE

Business Process Management Conference

In 2011 I presented at the XSOL Users' Conference in Auckland. My topic was "Getting to Know XSOL Automation". My passion in business process is for taking carefully crafted documentation to the next level... that of automation.

Metrotile (NZ) Limited

Metrotile is a New Zealand-owned developer and manufacturer of metal roof tiles, operating internationally. I designed a simple but effective inventory and manufacturing control system based on bar-coded labels that will automate most of the tasks that are currently done with hand-written forms.

Microsoft Imagine Cup

Imagine Cup is an international competition run by Microsoft to encourage up and coming developers who offer solutions to global problems to build new businesses. On invitations from Microsoft, I acted as an "Industry Mentor" for Imagine Cup teams in 2009 and 2010. In 2010 I Mentored "Team Enpeda", who were the New Zealand runners-up.

Levco Agencies Limited

Levco is the distributor of professional security products in New Zealand. In 2008 I was approached by Bryn Evans of Levco to advise on the upgrade of their outdated systems. This involved stepping them through their expectations and budget, vendor selection, procurement, change management, process mapping and process improvement. I also consulted with them to choose an ERP solution to replace their aging financial management system. This was highly successful and they adopted me as their IT Manager. I continue to monitor their systems and guide the various contractors when required on their behalf.

"Alan Miles provided us with objective and reasoned consulting advice when in 2008 we prepared and issued our Invitation to Tender for hardware and applications software systems. His detailed analysis and recommendation of the winning tender (or, more accurately, a creative hybrid of the 2 best tenders) has clearly proved in retrospect to be the right choice for our company. Since then, Alan has guided us through a wide range of tasks to achieve the implementation of our systems and hardware network. These include the creation of a branch network, detailed work on one of our websites, and the mapping of operational procedures for a critical element of our assembly business as a necessary element towards our goal of achieving ISO 9000 quality certification".

Bryn Evans, Financial Controller for Levco Agencies

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Crusader

Crusader is a comprehensive ERP (Enterprise Resource Planning) and financial system I developed. All code was written in a way that made it an interpreter, using a strictly structured methodology. This approach allowed almost unlimited changes to be made while remaining totally reliable. The level of adaptation this permitted enabled the system to be set up to exactly match each business' specific needs, greatly reducing the need for operator training. For the last more than 20 years I have taken the role of IT Manager, systems architect and developer for a wide range of regular clients, who have operated and grown their businesses using Crusader. I am completely "at home" with guiding a business through the changes required to remain effective and competitive, procuring and/or creating solutions, then managing the change process, whether this is a major change or incremental in nature.

Online Distribution Ltd

Online Distribution (a Crusader client) is an importer and distributor of products required to restock service stations nation-wide. Since 1992 I have acted as their IT Manager, consultant, D³ developer and business process engineer. Working with the client, I have helped them progressively improve their systems, especially by adding a degree of automation to their business processes to improve speed and reliability of service and gain efficiencies. This automation includes EDI (Electronic Document Interchange) capabilities, automated packing and despatch control using bar-coded methods, an automated rebate claim system and an automated reordering system.

Holdfast NZ Limited

Holdfast NZ (a Crusader client) is an importer, manufacturer and distributor of adhesive products. From 1986 until 2008 I acted as their IT Manager, consultant, D³ developer and business process engineer. I was solely responsible for the development and support of their IT systems to meet their growing needs. Working with the client I added automation (such as automated packing and despatch control using bar-coded methods), automated reporting and BI (Business Intelligence) data warehousing capabilities. This work was increasingly business process focused, with emphasis on staff compliance and risk management. I successfully guided their transition to Microsoft Dynamics NAV in 2008.

Roofing Accessories Limited

Roofing Accessories (a Crusader client) manufacture custom-made flashings and fittings for roofing. The owners established Longrun Roofing, and operated their business on Crusader from 1991 until the business was sold to Taylor Roofing Limited. Taylor Roofing elected to install Crusader at their other three branches, where the system continued to be used even after the businesses were sold to Steel and Tube Holdings Limited. Throughout all these changes I provided Crusader customisation and support. Significant changes were made to accommodate the specific business needs of long run roofing manufacture.

Ross Group of Companies

The following group of companies have operated their businesses on Crusader since 1991. These businesses were brought together as a group with a focus on property development. I provided Crusader customisation and support throughout. For much of this period, I also acted as their IT Manager.

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Metrotile (NZ) Limited: A New Zealand-owned developer and manufacturer of metal roof tiles, operating internationally.

Ross Roofing Limited: A major part of the Ross Holdings group of companies that manufactured and installed metal, concrete and clay roof tiles. It was recently sold to Monier NZ.

Thermakraft Industries Limited: Imports, manufactures and distributes a range of building products, including building papers and insulation.

Premier Insulation Limited: Installs insulation in homes and commercial buildings nation-wide.

Blue Print Imaging Limited: Specialists in screen printing products, this company imports, manufactures and distributes mixing inks and equipment to the printing industry.

Felton Industries Limited

This company designs, develops, manufactures and distributes a wide range of bathroom plumbing products throughout New Zealand. Some product is exported. From 1993 to 2007 I provided Crusader customisation and support.

Cremer International Limited

Importers, manufacturers and distributors of Manchester throughout New Zealand. From 1993 to 2005 I provided Crusader customisation and support. For much of this time I acted as their IT Manager.

MAFQual

A division of the Ministry of Agriculture and Fisheries (now known as AsureQuality). I was employed from 1991 to 1993 as a contract business process engineer and software developer. The initial contract was to rectify many serious faults in the ICS laboratory systems hosted on SCO Unix and the UniVerse database. I went on to largely redevelop and then extend these systems.

Miles Computer Services

Prior to the MAFQual engagement and my work developing and supporting Crusader (from 1990 onwards), I was a successful reseller and supporter of the Sybiz financial management system. I became the third most successful reseller of Sybiz at the time, and the largest reseller in the Waikato (1985 to 1990).

Miles Electronic Equipment Limited

I established Miles Electronic Equipment Limited in 1976 with the support of Solid State Electronics, who mentored me into my own business. I built the business up, developing a significant range of microcomputer-based monitors and controllers for industrial applications that were installed into many of New Zealand's largest businesses at that time. I became familiar with numerous aspects of the dairy processing, meat processing, kiwifruit cool-storage, timber (milling, drying, treating and mouldings), quarrying, textile (fabric and carpet), clothing, plastics (extruded and vacuum moulded), steel (milling, forming, treatments, etc), and other manufacturing industries as well as the work of a pathology laboratory (Hamilton Medical Laboratory).

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Solid State Equipment Limited

I was employed by Solid State to develop a high-power sine wave inverter for emergency power applications. I also worked as an assembly technician, assembling small battery-powered fluorescent emergency lights (1974 to 1975).

Music Carriers Limited

A subsidiary of Philips Electrical Industries that manufactured a large portion of the vinyl records and tapes for distribution in New Zealand. I was employed to work throughout the factory, learning all the different tasks so that I could take a managerial role. I gained experience as a hydraulic press operator, industrial chemist and sound technician. I was also given the task of developing an automated record master silvering plant. This worked extremely well and tripled the output of masters, which were expensive to cut, thus cutting costs significantly.

DSIR – Physics and Engineering Laboratory

I was trained by DSIR specifically as an electronics design technician and worked under the supervision of Dick Morris, recognised as New Zealand's foremost electronics developer at the time. I was immediately put to work building New Zealand's first "numerically controlled milling machine" – the first computer controlled machined steel-working robot in New Zealand (1970 to 1971).