

Brendan Blake. CURRICULUM VITAE.

Contact Details

Full Name: Dr. William Brendan John Blake.
Address: 88 Mount Ararat Road, Richmond, SURREY. TW10 6PN
Telephone: *Home* (020) 8940-7087 *Mobile* 0781-488-1743
E-mail: brendan@erwwen.co.uk

Personal Profile I am an energetic and successful Technical Consultant / Manager with many years in a variety of IT jobs, including over 31 years at IBM. I have a proven track record of delivery on objectives, including challenges such as assisting customers implement IT solutions, setting up the first ever IBM European Technical Sales/Support team for the Internet, and helping IBM acquisitions such as Tivoli put in place formal Product Introduction processes.

Key Skills/Capabilities

- Technical Management.
- People management, recruiting, motivating, including management of foreign nationals.
- Customer relationships, sales, support and service.
- Planning, negotiating and gaining agreement to proceed.
- Project management, especially knowledge of product development and introduction.
- Extensive Technical skills, including Networking, Systems Management and the Internet.

Employment/Career History (Positions from 1971 until 2002 were held while working for IBM).

2003-2009 Teaching: I have enjoyed teaching a series of IT courses based at RACC (Richmond) including a Kingston University sponsored IT Foundation degree (including Programming, Web site design and management, Networking and Project Management), and other IT courses (including CISCO and MCSA courses). I am a qualified CISCO instructor and have been teaching 2 or 3 sessions a week for the past 6 years.

2002-2009: Founded Erw Wen Software. Slow but steady trickle of sales of a niche software product; delighted customers. See <http://erwwen.com/holletsys> Includes occasional consultancy for customers and others.

2000-2002: Tivoli and Pervasive Manager, EMEA Advanced Technical Support.
(EMEA=Europe, Middle East and Africa.)

- Responsible for Product Introduction (including field enablement and Solutions Assurance) for products from IBM's Tivoli and Pervasive Development divisions.
- Several major success areas - for example, our team was responsible for driving up field and business partner skills for IBM security management products, and delivering early references, such that IBM is now market leader in this business segment
- Obtained increased funding from IBM Development as a result.

1997-2000: EMEA PISC Networking / Systems Management Manager.

- Acted as consultant to IBM's newly acquired Tivoli Division; helped improve their Product Introduction and Testing Processes.
- Value demonstrated by Tivoli decision to fund and deploy a large world wide team.
- Networking: Our centre established major reputation with customers and IBM, demonstrated by contribution to IBM business: eg 1999: IBM Networking Technical Support in Europe was rated higher than other corporate Networking Suppliers including CISCO (Source: Data Communications Survey) - our centre received much of the credit for this within IBM.

1995-1997: Manager, IBM EMEA Internet Centre of Competence.

- First IBM Technical centre in Europe to support customers & IBM on Internet Technologies
- I (jointly with IBM Hursley lab.) spotted opportunity, volunteered for the mission, obtained funds and successfully recruited and delivered well received support.
- Developed / delivered early Internet education: eg first EMEA IBM Java class courses.
- Continued to have responsibility for large (25 strong) Technical Sales team also supporting Retail, Networking and Systems Management. Rated “1” performer for work at this time.

1993-1994: EMEA Network and Retail Systems Manager, Installation Support Centre.

- Managed Retail team in addition to the Networking group.
- Obtained new funding, grew size of group, despite core funds being decimated, and most IBM technical support groups being forced to lay people off.
- Provide highly rated support – significant impact on IBM sales and new product success, demonstrated by sales results for products we supported.
- Moved team down from West London to the IBM Hursley Lab, without losing anyone.

1989-1992: EMEA Networking Systems Manager, Installation Support Centre.

- Managed international group of professionals of the highest ability.
- Successfully managed complex international projects, including negotiating with IBM.
- Development and customer and country management at all levels.

1984-1988. Network Strategy and Architecture Manager, UK Technical Support.

- Managed IBM UK Networking Technical Support - highly rated by customers.
- Promoted need for broader IBM networking strategy from SNA to OSI and TCP/IP.

1981-1983. Field Systems Engineering Manager, West Midlands Branch.

- Managed Branch Specialists and Technical Support teams for major Customers (eg GEC, British Leyland.) Met sales targets; achieved high customer satisfaction.

1971-1980. Systems Engineer. Various IBM branches:

- Branch Networking Specialist – consultancy and support to many major Customers.
- Elected Chairman of UK SNA “Information Interchange Group” 1979 (5 candidates).
- Branch CICS specialist. IBM representative to UK Guide CICS subgroup 1975-76.
- Publications included Technical Report: **SETR74-009** "CICS Standards" - used throughout world. US residency 1986: Wrote CICS Performance Red Book.

1969-1971 Research Fellowship, University of Minnesota.

- 2 publications plus scientific programming experience, which led me to join IBM.

Qualifications/Education & Training

Post-graduate qualification/s: University of Oxford. D.Phil (Physics) 1969.

Published 8 Scientific papers in journals such as Physics.Review and Proc. Royal Society.

Degree/s : University of Oxford - Lincoln College (1965) Physics (II.1) Viva for First.

Scholarship: Awarded Old Members Scholarship to Lincoln College Oxford (1962).

A-levels (or equivalent): School: The High School, Newcastle Staffs. (1955-1962) 3 S (A) Levels.

GCSES (or equivalent) The High School, Newcastle, Staffs. (1962) 10 O-levels.

Teaching: Taught undergraduates at Oxford, taught part time at Oxford High School (one year).

Personal Information

Nationality :

British

Marital Status: Married.

Date of Birth :

12 August 1944

Driving License: Full.

Hobbies/Interests Apart from a continued interest in leading edge Scientific and Technical developments, including the Internet, multi-media computing and Astronomy, I take a keen interest in the world in general. Interests include sailing, music, photography and our holiday cottage by the sea in Pembrokeshire. We run this as a business and we let it very successfully through the Internet using software I designed and developed, and now sell.