

Summary

A qualified chartered accountant with high quality leadership and communication skills who possesses extensive experience in the successful implementation, support and training of Enterprise Resource Planning systems, notably Oracle Financials.

Most Recent Contract Experience

At Middlesex University in the post of Interim Financial Systems Manager, I was responsible for the user support and management of the University's ERP system (Oracle 11.5.10.2) during a two-year period while a development team managed the implementation of Oracle HR and Payroll. This role involved:

- Line management of three support and training staff plus programmer analysts.
- Preparation and presentation of solution proposals and obtaining acceptance from users while at the same time seeking to maintain a simple and supportable systems solution.
- Implementation of new operating units and sets of books with unique accounting requirements. Development of purchasing card processing solutions and revised workflow management.
- Liaison with HR implementation team and their supporting value added reseller (Compel/2e2)
- Management of patch set evaluation and release testing in all modules.
- Direct control of all system administration duties excluding those under the responsibility of the DBA team including month end close and workflow issue resolution.
- Documentation of system procedures
- Development and presentation of tailored training materials for iProcurement, iExpense, GL, AP, AR.

Employment History

Freelance through own company (don-t limited)

Jul 2001 to Date

Oracle Applications Consultant

Oracle Financials Applications Consultant successfully managing and providing services to clients covering all core Oracle processes including workflow and Discoverer. The Assignments undertaken are listed below and include gap analysis, implementation, testing, training & support, bug resolution and reporting using Discoverer, OFA, FSG and SQL to Oracle 11.5.10.

Ocado Group	Consultancy on introduction of multi-currency consolidation	Mar 10
Extended leave	-	May 09 to Date
Middlesex University	Provided full spectrum of Financial Systems Manager support including implementations, enhancements, support and training.	Apr 07 to Apr 09
East London Consortium of NHS Trusts	Oracle applications consultant, second tier support and Discoverer development Implemented Charity set of Books	Aug 05 to Apr 07
Corporation (City) of London	Provided system support for reporting, developed Discoverer reporting suite including design of end user layer.	Apr 04 to Mar 05
Dairy Crest Group PLC	Developed and presented training for Procure to Pay Process Developed Discoverer reporting suite including design of end user layer	Aug 03 to Mar 04
HM Land Registry	Developed and presented training for Oracle Projects	Jan 03 to Apr 03
Middlesex University	Successful implementation of Oracle 11.5.8	Apr 02 to Dec 02
Extended leave	-	Jul 01 to Mar 02

A more extensive description of contract experience is available to support this CV.

Sellbuysector Limited

Jan 2000 to June 2001

Group Financial Controller

- o Group Financial Controller Reporting to the CEO and Board.
- o Complete responsibility for legal and financial aspects of a start-up internet company including supplier contract negotiation and back office operations, payroll, VAT, cash flow and accounting.
- o Successfully controlled expenditure of the company and French subsidiary keeping costs significantly below budget while achieving required levels of service.
- o Implemented core Oracle Financials 11i applications of GL, AP and AR

Freelance through own company (don-t limited)

July 1996 to Nov 1999

Oracle Consultant

Oracle Financials Applications Consultant successfully managing and providing services to clients covering all core Oracle processes including workflow and Discoverer. These assignment have included gap analysis, implementation, testing, training & support, bug resolution and reporting using Discoverer, OFA, FSG and SQL.

London Borough of Lambeth	Successful implementation of Oracle AR 10SC	Sep 98 to Nov 99
Data General Europe	Oracle financials consultant engage on reviewing and improving group procedures	Aug 97 to Jul 98
Lombard North Central plc	Developed and presented training HR, GL and Business Objects	Oct 96 to Jul 97
BT Managed Network Serv.	Developed and presented training for Receivables	Jul 96 to Oct 96

Europcar Information Services E.E.I.G. (Paris)

June 1993 to June 1996

Financial Controller

- o Reporting to the Finance Director and other Main Board Directors of the Company and Group.
- o As Company Financial Controller responsible for day to day administration, budgeting and cost control of this partnership company. Annual expenditure FR.300 million.
- o As Financial Systems Implementation Manager with a staff of eight, responsible for the design, localisation, testing, training and implementation of the Oracle Financials suite of accounting packages in the eleven European companies that comprise the Europcar Interrent Group.

Europcar United Kingdom Limited

March 1990 to May 1993

Dual Responsibilities as Controller Business Management and Systems Development

As Controller Business Management

- o Reporting to the Finance Director, duties as Financial Accountant and Management Accountant for the Company, with a staff of eight qualified and part qualified accountants.
- o Responsible for developing, preparing and commenting upon weekly, monthly and annual management information for use at Branch, Country and European management levels.
- o Responsible for preparing and commenting upon annual detailed budgets and monthly rolling forecasts.
- o Responsible for preparing annual statutory accounts for the Europcar Interrent UK group of companies.

Responsibilities as Controller Systems Development

- o Reporting to the Finance Director and other Main Board Directors, of the local company, Europcar United Kingdom Limited and the parent company in Paris, Europcar International S.A.
- o Actively involved in the design and implementation of the European financial and operational systems of the Europcar Interrent Group, including specification, design, development, documentation and implementation. Specific responsibilities for General Ledger, AP, Purchasing and Costing Systems.
- o Responsible for the local management of the Company's relationship with its facilities management supplier, Perot Systems Europe Limited.

Hamptons Holdings PLC
Financial Controller

- Reporting to the Financial Director
- Responsible for the management of five processing centres, some fifty staff and the rationalisation of the Group to a single accounting office of thirty staff.
- Responsible for the preparation of the financial and management reporting of a 130 branch operation, including budgeting, branch profit and loss statements, monthly reports to the holding company and half yearly statutory reporting.
- Designed and implemented a revised accounting and reporting structure for the Group following growth through acquisition.
- Actively involved in the acquisition of a trading subsidiary in Portugal and the development of associate operations in Italy, Spain and France.

Ernst & Whinney

September 1980 to June 1988

Audit Trainee to Audit Manager in London and Toronto

- Reporting to Audit and Engagement Partners, responsible for the administration and completion of audit engagements with audit teams of up to 20 persons.
- Clients in the UK included Ladbroke Hotels and Holidays Group, Thorn EMI Ferguson Limited and a number of partnerships in the Hamptons Group.
- Additional responsibilities included the completion of acquisition assignments on behalf of clients, duties as a microcomputer co-ordinator including the implementation of microcomputer based accounting packages and instructional duties with the Company's training department.
- Seconded to Toronto between September 1984 and September 1985 as part of the Ernst &Whinney management development programme.

Educational History

- 1983** Admitted as an Associate Chartered Accountant to the ICAEW, first time pass.
- 1980** Graduated from University College Cardiff, University of Wales with a BSc 2.ii in Economics and Accounting
- 1977** Sir George Monoux Senior High School - A Levels in Economics, Sociology, Mathematics
- 1975** Sir George Monoux Senior High School - Nine O Levels including English and Mathematics

Personal Details

- Date of Birth:** 13 March 1959
- Marital Status:** Married

DAVID OLIVER NORRIS ACA BSc Econ
Summary of Contract Assignments July 1996 to date

Middlesex University

April 2007 to April 2009

Assignment:

Interim Financial Systems Manager supporting a full 11.5.10 suite with additional responsibilities for the integration of Oracle Payroll and Oracle HR into the existing Financials implementation.

Specific Areas:

- Finance department manager for the review and integration of HR implementation including key user training, promoting management buy in, data mapping and migration into the existing financials applications
- Redesign of iProcurement and implementation of iExpense workflow process to reflect the different transaction processing requirements of each company, introduction of approval manager engine together with integration of credit card and procurement card processing.
- Day to day management of financial system user support including workflow issue resolution including family pack release management, patches and system enhancement.
- Implementation of MU Ventures Limited as an operating unit of the University finance systems including amendment of procedures to properly accommodate multi-org.
- Review and upgrade of existing reporting systems including migration of Oracle Discoverer from a standardised reporting environment to an Ad Hoc system including development of multiple reporting hierarchies.
- Implementation of a revised BACS and Cheque/Remittance payment process using a BottomLine/PayBase server solution.

East London Consortium of NHS Trusts, Barts and The London Health Trusts, Homerton University Hospital Homerton, Charitable Trust

August 2005 to April 2007 with ongoing support to date

Assignment:

- As a member of the implementation team supporting all 8 consortium trusts completed a review of and subsequently revision of an existing Oracle Discoverer reporting solution and provided help desk support.
- Under parallel contracts, provided direct support to the Barts and The London Hospital Trust and Homerton University Hospital in the same environment, reviewing the operational practices that had been developed, devising alternatives (if appropriate) and training staff in their use.

Specific Areas - All Trusts:

- Reviewed Discoverer End User Layer structure, proposed and implemented a rewrite of the existing Business Areas introducing security between business organisations.
- Resolved help desk queries on existing reports including performance tuning. This involved rewriting and amending Discoverer Workbooks and supporting custom folders.
- Handholding and support of end users including development of new workbooks to report on "Better Payment Policies" and Receivables collection status.
- Provided user training on running and developing workbooks to some 50 users.

Specific Areas - Barts and The London Health Trusts:

- Developed reconciliation procedures for sub ledgers and prepared AP and AR reconciliations for the period April 2005 to March 2006.
- Designed NHS debtor and income circularisation reports for. Integrated response management with existing credit control recording and reporting.
- Reviewed Bank Reconciliation procedures, retrained staff in Oracle Cash Management and prepared backdated Bank Reconciliations on all accounts for the period to March 06.

Specific Areas - Homerton University Hospital:

- Implemented Oracle Cash Management with a bespoke BACS solution.
- Implemented and then supported Homerton Charitable Trust set of books.
- Review and update of reporting and control of Assets Under Construction.
- Managed restructuring of reporting following organisational changes.

Ongoing Support Contracts

April 2005 to December 2005 - running in parallel with East London Consortium of NHS Trusts

Assignments:

Support and consultancy work carried out for the Corporation of London and Dairy Crest. These have been undertaken on a task by task basis as requested by the client and charged by the hour and have varied between 5 and 20 hours per week.

Specific Areas:

For the Corporation of London (Now City of London)

- Implementation and testing of a patch upgrade for Oracle Workflow from F to H including configuration of summary email notifications and bespoke amendments to workflows
- Review of options for the implementation a Green Purchasing solution including catalogs and amendments to supplier classification.
- Bespoke reporting solution to classify purchases by department

For Dairy Crest Group plc (April to September 2005)

- Migration of Discoverer reporting tools to a new Oracle Financials implementation (11.5.8 to 11.5.10) with amendments to incorporate a changed chart of accounts structure and revised external system interfaces.

Corporation of London - (now City of London)

April 2004 to March 2005

Assignment:

To provide post implementation support for Oracle Financials 11.5.7 (patched to 11.5.9) providing assistance to Team Leaders in resolving operational and design issues.

Specific Areas:

- Primary areas of review: Payables, Purchasing and Systems Administration.
- Detailed examination of Oracle Workflow implementation and resolution of issues arising from initial go-live.
- Gap analysis and issue resolution, investigated performance issues as identified by Corporation of London staff. Proposed and subsequently implemented solutions to these issues.
- Day to day support of system, investigating transaction processing issues passed on by helpdesk staff.
- Development of Discoverer End User Layer and reports.
- Evaluation of functionality and upgrade requirements from release 11.5.7 to 11.5.10
- Liaison with Oracle Support using Oracle Metalink to identify bug fixes.

Dairy Crest Group plc

August 2003 to March 2004

Assignment:

To provide implementation support for a national roll-out of Oracle Purchasing and Payables that was carried out using the 'Fast Forward Procure-to-pay' methodology.

Specific Areas:

- Preparation and presentation of training materials for a national implementation of Oracle Procure to Pay.
 - Bespoke training modules were prepared for the entire Purchasing, Payables and Reporting business cycle.
 - Forty key users were trained in the purchasing system and fifty finance users were trained in Purchasing, Payables and GL modules
 - Fifty finance and operational management users were trained in the use of Purchasing Intelligence, Discoverer 4i Plus and Discoverer 4i Viewer
- Implementation of Oracle Discoverer end user layer and business areas to support the specific requirements of the client in reporting from Oracle Purchasing and Payables including design of Custom Business Areas and Folders using TOAD SQL plus and Discoverer Administration Edition
- Development of standard report workbooks within Oracle Discoverer for use by the organisation as a whole.
- Implementation support including definition and implementation of workflow and self service form changes.
- General support of users during roll-out of implementation including handholding, problem solving and review.
- Review and documentation of upgrade issues in Purchasing, Payables and GL from release 11.5.8 to 11.5.9.
- From April 2004 onwards provided remote support of Discoverer reporting environment and occasional training courses.

HM Land Registry

Jan 2003 to April 2003

Assignment:

To provide training support and documentation for the implementation of Oracle Projects 11.5.8 as part of the HMLR Agency Accounting Implementation.

Administration and management of the User Acceptance Testing phase of this implementation for all modules.

Specific Areas:

- Preparation of Oracle Tutor documentation for implementation as site-specific on-line help text.
- Assistance in implementing and training integration of Oracle Projects budgeting process with Oracle GL including budget interface in client server tools and Oracle Asset interfaces.
- Preparation of user training materials for three and one day courses in the set-up and management of Oracle Project Costing.
- Presentation of courses to Project Accounting Staff, Project Managers and Senior Management.
- Organised testing schedule and reporting lines for User Acceptance Testing
- Co-ordinated testing over a four week period reporting to project management and key users on a daily basis.
- Designed and implemented Problem Logging database in MS Access, maintained entries to database.

David Oliver Norris - Contract Experience

Middlesex University

April 2002 to December 2002

Assignment:

To provide training and support initially for Oracle iProcurement and later for all core ledgers as part of a 'FastForward' implementation of Oracle 11.5.7.

This assignment involved a fresh implementation of the following modules: Payables, General Ledger, Receivables, Cash Management, Purchasing, Projects, Assets, iExpense, and iProcurement.

Specific Areas:

- Documentation of implementation and entry of module set-up.
- Documentation of accounting and system procedures for all modules as part of an exercise to review and upgrade the university procedures with an emphasis on the Purchasing and Payables functions.
- Preparation and presentation of training materials for finance department users, preparation of training materials for self-service iExpense iProcurement users and for project accounting users.
- Preparation of Financial Statement Generator reports for HEFCE summary reporting and training of management accounts staff in their use and development.
- Implemented ADI tools for upload of journals and budgets
- Specification of bespoke reports for development staff and enhancements for Discoverer reporting.
- Managing the resolution of Technical Assistance Requests using Oracle Metalink.
- Resolution of user issues including workflow management problems under iProcurement.
- Management and testing of mini-pack upgrades following initial implementation.

London Borough of Lambeth - Education Directorate

September 1999 to November 1999

Assignment:

To provide training and staff assistance function for one of the Directorates implemented as part of the preceding ICL / CFM contract.

Specific Areas:

- Implementation of Construction Industry Scheme and Withholding Income Tax functionality within Accounts Payable
- Development of Financial Statement Generator (FSG) Reports for departmental reporting
- Development of GL Desktop Integrator (ADI) reporting using MS Excel to display and communicate FSG reports
- Budget Maintenance
- End user support and year 2000 (patch set 4) testing and bug fixing

David Oliver Norris - Contract Experience

ICL/CFM for London Borough of Lambeth

September 1998 to August 1999

Assignment:

Act as an implementation consultant for Oracle Receivables release 10.7 for five Sets of Books implemented using Multi-Org to identify some ninety business units and the Oracle Public Sector Financials localisation software. Working in a team of four consultants, each responsible for their own areas, my specific duties covered the Accounts Receivable and Cash Management modules:

Specific Areas:

- Business Analysis, Solution Design and Advice to customer's implementations teams
- Facilitating design meetings
- Construction of the implementation plan for Receivables
- Presentation of "Train the Trainers" courses
- Hands on responsibility for package set-up
 - Multiple Organisation Administration and Set Up in Receivables and Inventory
 - Transaction Type Definition, System Items and Memo Lines
 - Specification and Testing of Lockbox Interface and set-up
 - Specification and Testing of Cash Management Interfaces and set-up
 - Oracle Public Sector Financials set-up

Fujitsu System (Europe) Ltd

August 1998

Assignment:

Preparation of training materials and personal training for the French Financial Controller

Specific areas covered:

- General Ledger, Payables, Receivables and the Global Accounting Module design principals and their implications (Release 10.7 Smart Client).
- The Payables and Receivables business cycle
- Closing period end in Payables and Receivables using the Global Accounting (AX) Module
- Reconciling sub-ledger control account balances using the Global Accounting (AX) Module
- Financial Statement Generator and GL Desktop Integrator

Data General Europe

August 1997 to July 1998

Assignment:

Review existing group practices on Oracle Financials release 10.6 and develop enhanced functionality, assist in the migration to Oracle financials release 10.7.

Specific responsibilities include:

- Design and implement US dollar consolidation of European operations (14 countries)
- Develop month end reporting and accounting procedures making full use of General Ledger, Payables, Receivables and Purchasing module functionality,
- Design and implement management reporting using Oracle General Ledger Financial Statement Generator tools
- Design and implement revised procedures for cash book processing within the system
- Review and refine existing Payables and Receivables procedures
- Assist in the design and implementation of revised Business Objects Universes using version 4 of that software as it applies to release 10.7 of Oracle Financials General Ledger, Receivables, Accounts Payable and Fixed Assets.

David Oliver Norris - Contract Experience

Lombard North Central plc-Human Resources Department

April 1997 to July 1997

Assignment:

In preparation for a scheduled live date of July 1997 I was contracted to prepare and present user training on the Oracle human resources module 10SC, production release 10. Including:

- System basics and navigation
- Queries
- Concurrent manager, records and processes
- Workflows, new-starter, leaver, transfers and promotions, statutory sickness pay, statutory maternity pay
- Maintaining benefit element, organisation, job, position and grade information
- Oracle Alert
- Interfaces
- QuickPaint reports

Sixty Lombard staff were successfully trained during this period either as part of either a three day user training course or a one day manager and supervisor introduction to the system.

Lombard North Central plc-LFS Project

October 1996 to March 1997

Assignment:

In order to reduce the number of calls being made to the Lombard Financial Systems helpdesk, I was contracted to the L F S project team for a period of six months to complete a full review of their training materials and to prepare revised materials for their implementation of Oracle general ledger release 9. 4.

The review identified a number of areas that required advanced training, often as a result of the transfer of staff to new responsibilities. In addition there was the on going requirement to train new staff soon after they joined the Financials department.

It was therefore decided to prepare a set of modular training materials that could either be presented as one hour or half day sessions or could be amalgamated to present a full new starter or advanced user training course.

Courses and Sessions Prepared:

- General ledger and chart of accounts
- General ledger basic user course
- General ledger advanced user courses
- Reversing journals
- Intercompany journals
- Recurring journals
- Mass allocation journals
- Carry forward journals
- Currency transactions
- Statistical journals
- General ledger coding workshop
- Data capture module
- Consolidation system pack
- Business objects release 3. 0. Basic user course
- Business objects release 3. 0. Advanced user course
- Reporting and inquiry workshop
- Financial statement generator

After preparing these materials and presenting each of the courses to ensure that they met the client's requirements my responsibility was to train one member of the Lombard Financial Systems helpdesk to present the sessions and courses in the future.

Ancillary services undertaken during this period included:

- Preparation and presentation of a course on the principles of General Ledger set-up.
- Preparation and presentation of a course on the functionality and use of the Oracle Fixed Assets module.
- Creation of Internet pages for use on the company's internal network to describe each of the available LFS training courses.

BT Managed Network Services

July 1996 to October 1996

Assignment:

In preparation for a scheduled live date of September 1996 I was contracted to prepare and present user training on the Oracle Receivables module release 10.4. Following presentation of the courses I spent a total of four weeks providing handholding assistance to users after the go-live date.

The specific areas addressed by this course were:

- System Basics and Navigation
- Queries
- Concurrent Manager, Reports and Processes
- Data Entry Tasks
 - Invoice entry
 - Invoice import
 - Adjustments entry
 - Credit memo entry
 - Call recording
 - Cash receipts entry
- Producing Reports, Invoices and Credit Control Reminders

Thirty-One staff were successfully trained during this period using a modular course that allowed each member of staff to attend a combination of half day training sessions that addressed all of the areas relevant to their assignments.