

Michael John Crudgington

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Personal Profile

A certified Telecommunications professional with over 35 years experience.

Through my early BT training I gained a thorough grounding in the best telecommunication practices and have gone on to gain strong installation and design experience on numerous types of PABX and trading voice systems. I have spent the last 23 years working in the financial sector performing both technical and managerial type roles.

I am well versed in the deployment of voice technologies, especially in the trading environment, including recording systems (NICE, Cybertech, Voiceprint), intercoms (Stentofon & Speakerbus), private wire delivery, voice mail (Octel / Lucent), call logging (Databit & BTS) and other peripheral devices. I also have a good working knowledge of wide and local area networks and their use in the voice arena, including CTI and VOIP

I have excellent presentation skills and pride myself in being able to communicate ideas effectively. I'm highly proficient using Microsoft's Office suite and consider proper documentation an integral part of modern day business practise. I particularly enjoy programming with Visual Studio and VBA and find my skills help me accomplish everyday tasks a lot quicker.

I am open to opportunities to expand and diversify both my professional and personal education. To develop a career path that builds on my current experience and skills whilst providing a degree of creative and imaginative influence. The chance to work in an environment where I can improve my elementary foreign language skills is also attractive to me.

Inquisitive by nature, I'm a quick learner and bring enthusiasm, honesty, loyalty and professionalism to the roles I undertake.

Career Details

Position

Deutsche Bank (Contract)

Lead Engineer / Product Manager

Global Trading Voice Engineering

Aug 2008 to Present

Initially recruited to provide focus to the Bank's BCP strategy the role quickly expanded to cover all aspects of trading voice engineering and product management

- Setting the product strategy for DB's voice trading platforms in conjunction with the Director of voice products and standards.

Currently evaluating IPC's new voice platform, (Unigy) with view to it becoming the new Deutsche Bank standard.

- Leading a small team in London providing technical support and guidance to 68 trading sites worldwide.
- Initiating detailed designs and providing technical support for all major office moves and projects globally.
- Overall responsibility for the certification testing of trading voice products and software prior to deployment into production.

Career Details	Position
<p>Morgan Stanley (Contract) Enterprise Projects Team</p> <p>Initially recruited to assist in the relocation of the Firm's Fixed Income division into a new 800 position Trading floor. Tasked with handling all aspects of the MD110 PABX expansion, Stentofon Intercom and Dictaphone voice recording installations plus Octel voice mail expansion.</p> <p>Subsequent project involvements are detailed across the page.</p>	<p>Voice Project Manager / Systems Engineer <i>Sept 1999 to June 2008</i></p> <ul style="list-style-type: none">• Fit out of a new building, including installation of a 4000 port Avaya s8700 pabx and a 2000 position BT Netrix Turret system.• Creation of a new 1500 seat business recovery site. Including the building of an 1100 extension Avaya S8700 pabx and 450 position IPC Dealing system plus voice recording, voicemail and carrier services.• Fit out of a new IT building, including installation of a 1300 port Avaya Definity G3r pabx.• Relocation of the Firms Equities Division into a new 600 position IPC Trading floor.• Refit of a second Equities Trading floor sized for 200 IPC positions.• Refit of Equities Trading floor sized for 250 IPC positions.• Creation of a new 800 position IPC trading room for the Firms Fixed Income Division.
<p>Gartmore Investment Management (Contract) Information Services</p>	<p>MD110 Support engineer. <i>April 1999 to Sept 1999</i></p> <ul style="list-style-type: none">• System administration and programming on a 9 LIM MD110.• Completed an evaluation of present dealing room technologies with view to procuring new systems.
<p>Barclays Capital (Contract) IT Operations</p> <p>Management responsibility for 5 On site vendor engineers and 5 system managers.</p>	<p>Voice Systems Manager – Team Leader <i>March 1998 to March 1999</i></p> <ul style="list-style-type: none">• Technical Management of all Barclays Capital voice platforms. (Ericsson MD110, IPC TradeNet MX, Speakerbus 534 Intercom, CTI Call Logging systems, Racal Wordnet voice recorders, Octel voice mail.) <p>MD110 PABX Manager <i>October 1997 to March 1998</i></p> <ul style="list-style-type: none">• System Management, capacity planning and service delivery on the Barclays Capital, 34 LIM MD110 pabx. Total user base of over 5000 extensions. <p>Voice Engineer <i>March 1996 to October 1997</i></p> <ul style="list-style-type: none">• To assist in the relocation of Barclays Capital to Canary Wharf. Tasked with handling all aspects of the MD110 switchboard installation, call logging, G703 delivery, PC based RightFAX and Netstar Telex applications.

Career Details	Position
KPMG (Contract) Information Services Management responsibility for 4 voice technicians and 5 on site cabling contractors.	Voice Support <i>July 1995 to March 1996</i> <ul style="list-style-type: none">• System administration and programming on 5 SL1 / Meridian PABX. Day to day voice support duties to 5000 telephone users.
Charterhouse Bank (Permanent) Information Services Management responsibility for 2 voice technicians and 5 switchboard operators.	Telecomms Manager <i>April 1992 to July 1995</i> <ul style="list-style-type: none">• Recruited to give direction and focus to the development of a competitive business edge through the better use of telecommunications. With a focus on maintaining existing services at maximum availability and minimum cost.• 3 Networked BteX pabx, 2 x BT CBS Dealing Systems and Ring Intercoms. Also responsible for Market Data provision via Reuters NT, PRISM, Bloomberg, Telerate etc.
Chase Manhattan Bank (Permanent) European Telecoms	Telecoms Engineer <i>Oct. 1990 to April 1992.</i> <ul style="list-style-type: none">• PABX administration and voice networking for the company's European operations. Responsibilities included day to day operations of 6 networked PBX's (SL1 & DX) with frequent trips abroad to support the European offices, always working unsupervised.• Required involvement with system administration of BT CBS and ITS dealing systems. Network Services Technician <i>Oct. 1989 to Oct. 1990.</i> <ul style="list-style-type: none">• Employed to support the Bank's voice network whilst undergoing data training to enhance the data network team.
British Telecom (Permanent) National Field Support Unit	Technical Support Engineer <i>Oct. 1987 to Oct. 1989.</i> <ul style="list-style-type: none">• 3rd level support role on technical and sales issues relating to the Monarch range of PABX for both field staff and customers.

Career Details

Position

British Telecom - *Continued*

Transmission Maintenance Engineer

Aug. 1981 to Oct. 1987

- Experience on PCM, TDM, FDM and MCVF systems in a repeater station environment.

Customer Maintenance Engineer

Sept. 1980 to Aug. 1981

- Responsible for the maintenance of small manual type switchboards and telephone equipment in the City of London.

Apprentice

Sept. 1977 to Sept. 1980.

- Trained in all aspects of telecommunications to gain a thorough knowledge of British Telecom (GPO) activities

Educational Courses

IPC	Unigy – System Administration	Aug '12
IPC	Alliance MX Customer Administration	Sept '09
BT	ITS Trading Systems	Apr '07
Avaya	Complex IP Telephony Workshop	Mar '05
Avaya	Simplex IP Telephony Workshop	Jan '05
Learning Tree	Voice over IP	Aug '02
Learning Tree	Internetworking: Switches & Routers	Aug '02
Learning Tree	Mobile Networking & 3G Technologies	Aug '02
Learning Tree	Telecommunication Systems	Aug '02
Avaya	ACD Admin & Vector Design	Nov '01
Avaya	Advanced System Administration	Nov '01
Avaya	Definity System Administration	Oct '01
Ericsson	MD110 Operations & Maintenance	Feb '98
Ericsson	MD110 System Manager	May '96
Speakerbus	SB534 Intercom & Broadcast Switch	Mar '98
Stentofon	Intercom Systems	Apr '96
Frost & Sullivan	Voice Network Design	Mar '96
Kommunicate	RightFAX System Administration	Mar '97
Databit	ClaireTrader System Management	Sept '96
BT	CBS Dealer Boards	Oct '91
BT	Advanced BTEX System Manager	Dec '91
BTS	Call Logging and Directory Systems	May '91
IBM	Token Ring Appreciation and Use	Jul '90
ISLUA	Meridian User group conference (USA)	Jun '95
The Training Centre	MS Project	May '94
TIMEPLEX	Link Systems	May '90
TMA	TMA Study Weekend	Sept '93

Awards

British Telecom Best Apprentice 1979.

Professional Memberships

At some point in my career I have been involved with the following organisations: -

- MD110 User Group
- Telecom Managers Association (TMA)
- Information Providers User Group (IPUG)
- BTEX / SL1 User group
- BTS User group

Interests & Activities

Regular Gym member
Currently learning German
Skiing
Golf
Stunt Kite Flying
Photography