

Mr John Owens B.A (Hons.), DipUD, MBA, MIBC.

Personal details:

Born 30 October 1961, Nationality British, lives in Lincoln with partner.
Full UK driving licence and has own vehicle.

Contact: John@360e.co.uk or mobile 0780 963 1597

Qualifications:

- **B.A. (Hons.)** in Geography. (University of Nottingham 1983)
- **Post-graduate Diploma in Urban Design**, (University of Nottingham 1984)
- Master of Business Administration (**MBA**), (The Open University 2005)
- Full Member of the Institute of Business Consulting (**MIBC**) since 2002.
- Has undertaken CPD training in a wide range of business support functions e.g. Employment Law, Finance, Marketing etc.
- Formal **PRINCE2tm** project management qualification at “Practitioner” level.
- NEBS “**Business Management**” certificate.
- NVQ **D32 / D33** Assessor
- SFEDI “**Enterprise Trainer Standards**” certificate, gained as a result of the previous eBusiness programme
- Previously **SFEDI & TMB accredited**.

Positions:

**April 07
to date:**

Full time as **Director and Consultant** with **360e Ltd** based in Lincoln.
(The business has existed part time from 2004, when it was founded by John Owens and Sue Gordon). Currently undertaking work with SME clients relating to business / e-business / IT development strategies and project management, as well as providing training on related topics with e.g. the regional “Business Steps” IT and E-Business programme, as well as other clients.

Also undertaking consultancy / training work with Local Authorities to help them address the business development needs of their SMEs via a range of training programmes etc.

**Oct 97 –
March 07**

IT and E-Business Adviser, BLLR. Working with / project managing Lincolnshire and Rutland SME clients on incorporating IT and e-business into their business strategy, often helping them to define this element too. The role also included:

- Providing free, independent and impartial advice in selecting appropriate local IT / Web suppliers
- Maintaining liaison and dialogue with the local IT /Web supplier community.
- Working with clients, both existing and start-up in appropriate sectors on general business development issues, including many web based firms.
- Acting as the Specialist Services Team Manager, running a variety of contracts (e.g. the E-Alert Objective two programme).
- Being the Creative Sector business adviser, working to help these sector firms with business development issues.
- Liaison and advisory function on several local Boards – e.g. specialist IT adviser to Objective2 Transitional area Partnership Action Group.
- Running a variety of grant schemes to enable SMEs to develop their IT and e-business provision.

Previous

Broad range of experience within the IT project management / business development and training arenas. Based within the mainstream IT industry for 15 years, working in a variety of roles with a broad range of clients, from blue-chip companies to business start ups.

Mrs Susan Gordon

Personal details:

Born 18 March 1960, Nationality British, lives in Lincoln.
Full UK driving licence and has own vehicle.

Contact: Sue@360e.co.uk or mobile 0777 587 4086

Qualifications:

- Various 'O' and 'A' Levels
- **HNC** Computer Studies
- Has undertaken CPD training in a wide range of business support functions e.g. Employment Law, Finance, Marketing etc.
- NEBS "**Business Management**" certificate.
- Formal **PRINCE2tm** project management qualification.
- NVQ **D32 / D33 Assessor**
- Covey "**7 Steps**" trained and certificated.
- Previously **SFEDI and TMB** accredited.
- Wide range of qualifications in a variety of software applications etc.

Positions:

April 08 to date: Full time as **Director and Consultant** with **360e Ltd** based in Lincoln.
Currently undertaking work with SME clients relating to business / e-business / IT development strategies and project management.

Also undertaking consultancy work with Lincolnshire County Council with regard to their development of the web-based "Lincolnshire Research Observatory".

Nov 04 April 08 **e-Services Manager** at Success Matrix, Lincoln.
Development, project management and delivery of central CRM database, central / project websites and e-communication systems for the organisation and associated funded projects. Success Matrix provided a range of business support to Lincolnshire and Rutland SMEs and e-Services were central to its offering.

Nov 03 – Nov 04 **Web Manager**, Business Link Lincolnshire and Rutland
Development, project management and delivery of central Business Link Website and e-communication services, providing online information and support to SMEs.

Jan 98- Nov 03 **IT and E-Business Adviser**, Business Link Lincolnshire and Rutland.
Working with / project management for Lincolnshire and Rutland SME clients to incorporate IT and e-business into their business strategy. The role also included:

- Providing free, independent and impartial advice in selecting appropriate local IT / Web suppliers
- Working with clients, both existing and start-up in appropriate sectors on general business development issues,
- Providing training to SMEs.
- Running a variety of grant schemes to enable SMEs to develop their IT and e-business provision.

July 96 - Jan 98 IT Helpdesk Manager, Lincolnshire TEC / Business Link Lincolnshire.
Delivery of first line IT systems and helpdesk support for 200+ PC wide area network.

July 94 – July 96 Information Officer, Business Link Lincolnshire
Provision of first line business information and support for SMEs in Lincolnshire.

Previous: Broad range of project management, support and development roles within the IT industry, in both the public and private sectors.

Mr Peter Sawyer

Personal details: Born 24 January 1983, Nationality British, lives in Lincoln.
Full UK driving licence and has own vehicle.

Contact: Pete@360e.co.uk

Qualifications:

- **BA (Hons)** in Management – 1st Class Degree (University of Lincoln 2004)
- European Computer Driving Licence (**ECDL**) (2005) – The British Computer Society
- **Developing IT Skills** (ongoing) – University of Lincoln
- “**Developing Business Counselling Skills**” (2006) – The Institute of Business Advisers

Positions

**Aug 08 –
Date
and**

Recently joined 360e Ltd as **Projects & Office Manager**.

Working closely with the 2 directors to help them manage a range of IT /e-business business development projects across the East Midlands.

- Helping develop marketing and training materials for IT related courses
- Taking the lead role in supporting a major client with their IT support contract requirements
- Research, both relating to client’s requirements as well as opportunities for the business itself.
- Controlling the back office business administration functions of 360e Ltd.

**April 07 -
Aug 08**

Project Administrator and Co-ordinator, Advance Rural Lincolnshire (ARL) project, Success Matrix.

- Responsible for the effective co-ordination of all key activities relating to the collection, monitoring and presentation of financial and management information data.
- Also responsible for administration of all activities, and to be fully compliant with existing contractual, monitoring and data collecting processes and systems in order to provide reports, statistics, information, etc
- Also responsible for creation of a range of promotional / marketing activities and e-communication campaigns to promote the project to eligible businesses across the county.

**May 05
April 07**

Enquiry Handling Officer, Business Link Lincolnshire & Rutland

- Key member of the Customer Contact Team responsible for providing front-line support for existing businesses seeking help, advice, information and resources to support their business needs. I
- Also dealt with enquiries from pre-start and start-up businesses looking for information and support to help develop their business ideas further.
- As well as diagnosing their calls, also researched and delivered the information needed to help with their enquiries.
- Also provided an information resource for the wider business link advisory team in the delivery of their roles.