

**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 **PRINCE2<sup>tm</sup>** 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.