

CURRICULUM VITAE

TRACEY NICHOLS

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EMPLOYMENT HISTORY

Date

Twickenham Twins club

Jun 2010 – Present

Website / Newsletter Editor (unpaid role) and Committee Member

- Online activities – moved website from simple html into Wordpress. Re-wrote information architecture and added more content and widgets to the website to enhance user experience. Set up Facebook page and actively sort members growing the page from 9 members to 27 members in space of 6 months.
www.twickenhamtwinsclub.co.uk
- Producing tri-annual newsletter for members of the twins club, including brainstorming and planning the contents of newsletter, sourcing content from members, getting the content in and edited by deadlines, writing articles, writing filler pieces to tie the content together, proof-reading and formatting content to a consistent style in Word, sourcing appropriate images and cropping to fit style.
- Developed a template for the newsletter to make it easier for future editors
- Streamlined and documented process for newsletter production to cut down on time taken to produce and to help future editors.
- Membership numbers – devised an initiative to increase membership numbers by starting up a bumps and babies group in a more suitable environment and improved membership from 40 families to 60 families in a period of 2 years. Also improved sign up rates by following up inquiries a second and third time in some instances.

At home caring for children

Feb 2009 – Present

Ministry of Justice (NOMs)

Jun 2007 – Jan 2009

HMPS Intranet replacement project – subject matter expert/business analyst/project co-ordination (Contract role)

- Key member of project team to implement HMPS replacement intranet using Documentum Content Management system, FAST search engine and BEA Web Portal.
- Wrote publisher training strategy for the training of 280 publishing staff across the country.
- Wrote publisher training course outline including development of learning outcomes, exercises and assessments which covered a wide range of learning styles.
- Wrote User Acceptance testing pack which was instrumental in highlighting a number of deficiencies in the software.
- Delivered successful trial publisher training course to UAT users.
- Wrote content audit and migration strategy, including supporting materials for 280 publishers which is resulted in successful migration of content with limited effort required by publishers involved.
- Business analysis - Worked with key business leaders and other HMPS departments to understand business processes then wrote intranet development requirements that were passed on to the technical suppliers.
- Provided "Intranet governance best practice" advice to Head of Online Communications and Intranet Manager resulting in production of Intranet governance manual and the setting up of a content steering committee for smoother running of the intranet.
- Information Architecture – developed information architecture and metadata schema including undertaking activities such as travelling around the country to conduct card sorting exercises to support findings. These were presented to and adopted by the project board for replacement intranet.
- Collation of all on-going project work, requirements and development schedules to support the writing of detailed project plans to ensure minimal slippage of project.

Rexam Plc

Mar 2007 – Jun 2007

Global Web Team Leader

- Responsible for the development, release and maintenance of Group Intranet, Document and Web Content Management System (Stellent) and other web based applications.
- Analysed technical and training documentation available then re-wrote and made it more easily accessible to cut down support calls to the GWS Team.
- Collation of all on-going project work, known bugs and wish list items into one list and scheduled work for team members giving greater visibility of resource requirements for the GWS Team.
- Analysed work methodologies and made process improvements of current work processes

- Worked with key business leaders and other IM groups to prioritise projects, maximise the effectiveness of Internet Technologies in supporting the business strategy, improving communications, and enabling greater access to information.
- Ensured the coordination of all Group web development activities, ensuring integration with other technologies utilised in the enterprise and continuity across applications.
- Developed group standards for web project initiation, design, development and support.
- Provided mentoring, coaching and supervision of one direct report as well as managing external consulting/contract vendors.
- Key challenge of this position was in managing and prioritising numerous requests from Plc and sectors, while influencing and coordinating the development of internet based technologies occurring in areas outside of IM.

Department for International Development

Jul 2006 – Mar 2007

Migration Officer/Subject Matter Expert/Project Co-ordinator (Contract role)

- Key member of the team rolling out a new intranet and website using Stellent Website Content Management System working closely with Project manager to support her in decision-making.
- Developed and delivered publisher training courses (several modules over 1 year) and seminars with an emphasis on practice exercises to put training into a real world context. Learning outcomes identified included ability to use Microsoft Word to publish to the intranet and ability to apply Intranet best practice to their sites.
- Organised and co-presented department wide training events, hands on workshops and individual training for e-Content managers.
- Wrote guidance for the migration process, the content conversion process and for the on-going e-Content Management role.
- Wrote User acceptance test pack and then executed this pack, reporting and tracking defects with the development team.
- Responsible for 42 departments (including key departments such as Top Management Group, and Travel booking) conducting website audits, defining needs for their new intranet sites, writing site maps, writing implementation plans, setting timelines, providing support and training once sites were implemented.
- Responsible for communication activities at department level using Microsoft Sharepoint – developing sites using the pre-programmed modules.
- Built sites using Stellent Site Studio and ASP include files.
- Involved in defining job descriptions for new role of e-Content Managers.
- Developed processes to help others in my team work more effectively.
- Responsible for the day to day management of the Migration assistants.

Freelance Web Development

Dec 2005 – Jun 2008

- Completed entire project lifecycle for several AIM listed companies, including design, coding, and information architecture.
- Identified a gap in the market when government regulations made it compulsory for AIM listed companies to publish key information and utilising my contacts in the mining industry and specified designed built and implemented several company websites which resulted in on-going support and maintenance arrangement which included publishing company news and RNS announcements to market deadlines.
- Advising clients on key aspects of producing an effective website for their market needs.
- Using the following web languages: ASP, PHP, MySQL, XHTML 1.0, HTML 4, CSS, JavaScript

Department for Work and Pensions

Feb 2004 – Nov 2005

Content Management Team / Intranet Developer (Contract role)

- Key member of the team implementing Stellent Website Content Management System for the Department for Work and Pensions Intranet site. This included departments such as Private Office, Permanent Secretary and Values sites.
- Working with departments conducting website audits, defining needs for their new intranet sites, writing site maps, providing support and delivery of publisher training once sites were implemented.
- Developed templates using Stellent Content Publisher ensuring accessibility standards were met.
- Converting content and setting up metadata schemas.

Cambrian Mining Plc

Sept 2002 – Feb 2004

Website Developer and Office Administrator

- Website design, production, and maintenance for 3 subsidiary companies.
- PA and office duties including typing documents, keeping calendars for 3 managers, organising meetings, booking flights and accommodation.

Completed Sun Certified Programmer Certificate with Computeach

Oct 2001 – Sept 2002

4i Ltd

Sept 2000 – Oct 2001

Junior Producer

- Learning the fundamentals of, and proficiently building an interactive television service, understanding proprietary software at Open (now Sky Active), working for Argos.
- Junior Producer/Project Manager - Writing website proposals for clients, leading team and think-tank meetings to manage one project near completion.
- Organising Internet marketing and search engine positioning for several websites, achieving a top ten positioning and a measurable increase in traffic to the websites.
- Testing the websites thoroughly before their live launch, repairing any HTML errors discovered and reporting them clearly to developers.

Primary School Teacher

Jan 1997 – Sept 2000

- Taught for 1 year at Edward Betham CE Primary School, 7 months Supply teaching, 2 years in NZ at Goodwood Primary school, providing flexible learning programs for children, accurately assessing their academic needs to deliver effective learning material.
- Head of IT – Duties included writing a new I.T. policy, specifying what should be taught and how these new skills can be implemented.

TECHNICAL CAPABILITIES

Languages

ASP, PHP, MySQL, XHTML 1.0, HTML 4, CSS

Software Packages

Wordpress, Documentum WebPublisher content management system, BEA Webportal Admin, Stellent Content Management System inc Site Studio, Web publishing software (Dreamweaver, Fireworks, Photoshop), Microsoft Office products

EDUCATIONAL BACKGROUND

Certified Internet Webmaster – Professional Status www.ciwcertified.com	CIW Site Designer exam 1DO-420 <i>Course includes:</i> principles of designing, implementing and maintaining hypertext-based publishing sites, using authoring and scripting languages, content creation and management tools, and digital media tools. CIW Foundations exam 1DO-410 <i>Course includes:</i> basic knowledge of Internet technologies, network infrastructure, and Web authoring using HTML.	July - September 2003 June - August 2003
NCC Education Advanced Certificate	JavaScript <i>Computeach International Limited</i>	January - June 2003
ECDL	European Computer Drivers License <i>British Computing Society</i>	March 2003
Sun Certified Programmer Certificate	Java™ Programming <i>Course including:</i> Data declarations, exception handling, flow control, garbage collection and the fundamentals of Java™ operators, OOP, threads and packages. <i>Computeach International Limited</i>	Oct 2001 – Sept 2002
Bachelor of Education	Double major in Education Studies and Curriculum Studies	1993 – 1996
Diploma of Teaching	<i>University of Waikato, New Zealand</i>	1995
University Bursary Award	Accounting (A) Economics (A) English (A) History (A) and Mathematics Statistics (A)	1992
5 Sixth Form Certificates	Computer Studies (2) Economics (2) English (3) History (2) and Mathematics (3)	1991
6 School Certificates	Accounting (A1) Economics (A2) English (A2) History (A2) Mathematics (A2) and Science (A2) <i>Morrinsville College, New Zealand</i>	1990