

ANDREW WOOLER MBA (Open), FLPI

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PROFILE

Experienced Global Learning Technology specialist with a strong focus on global technology implementations, system integrations, data analytics and managing global projects and teams.

KEY SKILLS

Technical: Requirements specification, deployment and ongoing service delivery of Learning Management Systems (Cornerstone on Demand, Saba, Totara,). Delivery of Analytics solutions using Data Lake technologies, understanding of Cornerstone Data base tables and API's as a Citizen Data Scientist.

Strategic Development: Developing Learning technology strategies and ecosystems, Organisational design of Learning delivery and support functions.

Project Management & Leadership: Managing major learning technology implementations and recruiting and managing global teams to support this.

Commercial: Managing procurement process for Learning Management System (LMS/LXP) and managing vendors on a global basis for Learning technologies, including global pricing and support models.

Communication and Presentation: Skilled presenter including major Learning conferences including Learning Technologies Conference (regular speaker and Chair) Learning Technologies Summer Forum, Vendor conferences (CSOD, Saba, Jive) Techlearn (USA), BAOL (Scotland), ASTD (Charlotte USA), eLearn eXpo Paris

Employment History

2012 – May 2020 Hitachi Data Systems (renamed Hitachi Vantara)

Strategist – April 2019 – May 2020

Acting as a consultant to all parts of the Global Learning team and the wider business. Research & Development of new projects including new technologies and processes. Data owner for all Global Learning data including security/privacy aspects.

Key Achievements

- The inclusion of Learning data in a company wide data lake and the subsequent release of dashboards for our Partner and Sales organisations based on that data.
- Becoming a “Citizen Data Scientist” in respect of CSOD data tables, API's and end user tools to transform and visualise that data.
- Major internal award for contribution to a Pre-sales Development and Achievement

program which used technology to enable the program and embraced multiple LMS functions such as Curriculums & Competencies.

Global Learning Technology Manager – July 2012 – April 2019

Providing support and guidance on the use of Learning & associated Technologies to the HDS Academy and wider business. Managing the Core administration of Hitachi University, a CSOD based LMS as part of a wider Hitachi Ltd implementation.

Working closely with our external vendors to explore better ways to integrate especially in the area of data to gain better insights of the impact of our learning offerings through analysis against business data such as sales or support desk activity.

Also working closely with our Customer & Partner portal teams and the HDS Jive based Community to deliver LMS functionality at the point of need. (see my article on "The Invisible LMS" to see what this means!)

Key Achievements

- Managed a successful LMS transition from Saba to Cornerstone on-demand.
- Co-negotiated with Legal a Memorandum of Understanding with our parent company relating to the use of Hitachi Vantara Customer & Partner data stored in the LMS.
- Team shortlisted for Learning Technology Awards 2019
- Introduced new LMS functionality to maximise our investment.
- Acted as a consultant to Hitachi Ltd. for the Group-wide deployment of CSOD.
- Developed integrations at point of need for LMS functions into Customer & Partner portals.
- Implemented best practice Help Desk processes to improve problem resolution.

2012 – Kineo

Strategic Learning Technology Consultant January 2012 – June 2012

Providing a strategic consulting service to large corporate LMS clients as part of TotaraLMS or Moodle implementations.

Key Achievements

- Proposed revised Totara LMS functions to better meet the needs of Enterprise clients.
- Worked with large Corporate clients such as Tesco and BP.

2006 – 2011 - Legal & General Assurance Group plc

HR Technology Manager December 2007 – November 2011

Responsibility for all technologies used in HR added to role in December 2007.

Learning Programme Manager May 2006 – December 2007

Responsible for the launch of "The Learning Network"(TLN), an LMS based tool to deliver and track all learning within L&G and for the development of an eLearning content strategy for the Group.

Key Achievements

- Recovered a failing project and launched a successful LMS which became part of

“business as usual” within 6-8 months of launch.

- Developed an in-house capability for production of eLearning materials
- Championing the use of “web 2.0” technologies within the LMS including Wiki and collaborative learning.
- Creating a single support infrastructure for all HR Technologies
- L&G Case study wins Silver award with Saba at CLO Learning In Practice Awards 2009 for work on Collaboration tools
- L&G eLearning team awarded Bronze award at 2009 eLearning awards in London for content creation

1988 – 2005 ROYAL AND SUN ALLIANCE Insurance Group, London

Programme Manager R&SA Learning.com (2000)

Responsible for definition and implementation of e-Learning strategies across R&SA. This commenced with a pilot study to establish feasibility of using e-learning and developed into definition of standards for global content creation and operational management of the technology environment. Budget responsibility was £2.2M

Key Achievements

- Defining use and deployment of Autonomy knowledge management software as a learning tool in USA Business
- Presented with the “Corous 2003 Award “ award by the Open University for work in the field of eLearning.
- Elected by external peers to the select Customer Advisory Board of key supplier, Saba.
- Delivery of first truly “Enterprise-wide” technology development in RSA
- Saba LMS defined as one of top 10 critical applications by RSA UK Executive
- Saba LMS now business critical in Nordic Region for Competency Management

Business Consultant (1999)

- Defined strategy for e-business between R&SA and key broker accounts
- Represented R&SA at forums defining industry standards for e-business (Origo)
- Defined & delivered customer management solution for R&SA broker unit.

Key Achievements

- Delivered one of the first industry standard on-line Investment Bond transactional services for Insurance Intermediaries.
- Customer Management solution contributed to “RSA Team of the Year” award for the Broker Relationship Team at RSA

Life Development Manager, Horsham (1997)

- Developed new Life Insurance product as a branded product for the UK Post Office including fulfilment services, marketing plan and IT systems to support the new product
- Support and project management services provided to Sun Alliance “Invest On-Line”, a direct to consumer investment service

Sun Alliance Insurance Group, Horsham (1988)

- Joined as Sales support Section head supporting broker sales staff, promoted after 1yr to Technical Services supervisor, responsible for PC support within the branch

- Promoted after 1 yr to new Regional Technology role supporting the use of technology by our agents/brokers

1979-1988 Various Insurance Broking roles

1974-1979 Military Service, The Parachute Regiment

EDUCATION AND TRAINING

2000-2002 Masters in Business Administration (MBA), The Open University, UK

1998-1999 Professional Diploma in Management, The Open University, UK

1997-1998 Professional Certificate in Management, The Open University, UK

MBA Electives: Strategy, International Enterprise, Knowledge Management, Creativity, Innovation and Change.

Fellow of the Learning & Performance Institute

ADDITIONAL INFORMATION

Nationality: British

Languages: English (Native), German (Good - Minimum B1)

Hobbies Active musician both as performer (Trumpet) and Conductor/Band Trainer
See also <http://www.andywooler.com>.
Chairman of The Sussex Symphony Orchestra, Registered Charity.

Blog: <http://www.andywooler.com>