

# Craig Ross

## Curriculum Vitae

### Experience



LinkedIn Profile



DEC 2020 - MAY 2021  
Luton Borough Council

#### Senior Support Analyst (Liquid Logic)

Managing technical tickets regarding Liquid Logic including ControCC, Business Objects and some server-side issues. Implementation of Microsoft Teams

JULY 2020 - NOV 2020  
The Hospital Fertility Group

#### Microsoft365 Technical Lead

Sharepoint/Teams deployment implementing specific information architecture

JAN 2020 - MARCH 2020  
Knight Dragon Development

#### Office365 IT Trainer

Developing training materials for IT Admin & Staff

NOV 2018 - SEPT 2019  
Havering Council

#### Social Care Systems Trainer [& Developer]

Liquid Logic Adults & Children Deployment. Creation/Delivery of "End User" documentation, training scripts & Environments. Form Development & Floorwalking.

JULY 2018 - NOV 2018  
Sheffield County Council

#### Liquid Logic Development & Training

Liquid Logic Adults & Children Deployment. Creation/Delivery of Training Scripts & Environments. Floorwalking Helpdesk creation and management.

DEC 2017 - MAY 2018  
WaterAid

#### Office365 Specialist

Office365 Migration Lead. UK & International Offices (1100+ Users). Sharepoint deployment implementing specific information architecture. Security & Compliance. Roadmapping. Creation of training classes & media.

MARCH 2017 - JUNE 2017  
JUNE 2018 - JULY 2018  
Diversity Foster Care

#### Office365 Consultant & GDPR Security Compliance

Office365 Migration Lead. Sharepoint deployment implementing specific information architecture. Security & Compliance

JAN 2016 - MARCH 2017  
Children of All Nations

#### Office365 Consultant & Business Analyst

Office365 Migration Lead. Data management, collation and report building.

### Skills

MAY 2016 - AUGUST 2016  
Slough Council

#### Data Performance Manager

Collating data for Government submissions. Specifically Troubled Families Initiative

JULY 2015 - DEC 2015  
Bristol City Council

#### IT Training & Development Officer

Liquid Logic Adults training and development

MARCH 2014 - JUNE 2015  
Croydon Council

#### Liquid Logic Trainer & Support

Liquid Logic training and development

