

Benjamin John Hill PBDA

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PROFESSIONAL PROFILE

Innovative entrepreneur and leader with a proven record in managing multidisciplinary projects in fast-paced industries. Expert in operational improvements, complex software implementations, and leading cross-functional teams. Adaptable and resilient in challenging environments. Outstanding motivational, organisational, and technical skills, with experience liaising with senior management, vendors, stakeholders, and clients. Dynamic communicator known for customer focus and service. Recently awarded the 20-year 'Exemplary Service Award' medal on behalf of His Majesty King Charles III.

WORK EXPERIENCE

His Majesty's Government – Europe, UK & India

Civil Servant **2004 to Present**

- Created the regional Business Continuity Plan for COVID, considering different regulations across European countries.
- Led the Home Office UK team for the Asia & South-East Asian region, implementing a newly designed bespoke & complex software solution for Home Office staff two weeks ahead of schedule and saving 4% of the budget.
- Led a team of 14 staff, delivering the most successful roll-out to date by a UK Home Office project team; went live on schedule & increased regional productivity by 15% during the quarter after the roll-out, compared with the global average.
- Deputy Manager responsible for the compliance and assurance of locally engaged/UK Based staff to procedures. § Served as assistant to the SOCA Liaison Officer at the British High Commission in India, leading high-level
- intelligence collation, evaluation, and dissemination in support of transnational investigations into UK-organised crime, drug trafficking, and serious fraud, directly contributing to operational disruptions of criminal networks.
- Specialised in multi-agency international collaboration, facilitating intelligence sharing and operational tasking with Indian law enforcement, "5 Eyes" partners, and local sources; provided cultural and linguistic insight to bridge UK-centric criminal intelligence, enabling successful precursor and narcotics interdiction operations targeting US and European markets.
- Working as a Counter Fraud Technician within HMRC.
- Worked in Home Office as a Border Force Officer in Belgium / Netherlands / France / UK.
- Worked as a Prison Officer within Her Majesty's Prison in Wandsworth.

Home Inventories, London

Founder **2015 to 2020**

- After moving back to the UK from Delhi, I recognised that the rental sector lacked consistency in FM providers and estate agencies, leading to inefficient service. This motivated me to set up the business.
- Worked in the facilities management sector alongside small local estate agents, assuring landlords that tenants complied with the tenancy agreement.
- Specialised in conducting March In / March Out (MIMO) compliance reports on behalf of estate agents.

BeTechSavvy & Umbrella Consulting, London

Founder **1997 to 2020**

- Established a "Start-up" consultancy, Umbrella Consultancy, to be the one-stop shop to support and service entrepreneurs who had initially got their businesses up and running and who are now looking to improve their branding or perhaps their business impact in an ever-increasing digitally focused market.
- Implemented full-disk, container & document encryption methods for small business and medium enterprise clients, ensuring they met HM Government Information Security Standards & accreditation.
- Employing 2-factor authentication for logins, cloud storage, email & web apps, using various authentication methods on different operating systems, saved a client from a security breach costing £46,000 to fix.
- Developed procedures & policies for IT & information security, data management & protection, disaster recovery, project staging, code management & release, service level agreements & readiness for the EU General Data Protection Regulation for start-up businesses & other small and medium enterprise clients.
- Security auditor, investigating breaches & assisting with Cyber Essentials & another accreditation.

Created in & with

Orange Pcs Ltd, London

B2B Technology Consultant **2000 to 2004**

- Set up the first-ever technology training consultancy team in the UK mobile telecom industry, training all Microsoft directors &senior management on the original Orange Windows smartphone, & senior managers & board directors within MTV, Microsoft, Computer Associates & the Bank of England.
- Consulted on complex mobile data solutions across the Orange FTSE 100, technology, entertainment & finance sectors, overseeing project management and all training interventions across the customer lifecycle. Conducted business & training needs analysis before designing any intervention, aligning learning objectives with the customer's business objectives & core values.

Deep Pan Pizza Ltd, London

Assistant Restaurant Manager **1997 to 2000**

- Conducted a business needs analysis, leading to the flagship Oxford Road branch improving sales revenue by 25%.
- Manager of the London Oxford Street flagship restaurant, responsible for the daily running of the branch.

DUCO Ltd, Newcastle Upon Tyne

3D Modelling Engineer **1997 to 2000**

- Set up a team of specialists to design submersible umbilical pipeline connectors; designed to break in half and seal if either side snagged.
- Used programming to automatically resize the connector based on umbilical pipeline size and usage. The result was a 25% time reduction from initial 3D model concept to finalised manufacturing drawings.
- Automated the production of design documents from the 3D models.

British Gas PLC, Sussex

Facilities Management Representative **1997**

- Started in facilities management, responsible for managing British Gas sites in Southeast England.
- Became a customer service advisor, responsible for organising manpower and resources for British Gas customers requiring utility repairs, again across the largest Southeast England region.

EDUCATION

- Professional Member of The International Association of Behaviour Detection & Analysis.
- Counter Fraud Technician & Affiliate Member of the UK Government Counter Fraud Profession.
- Studied for a BEng (Hons) in Mechanical Engineering, Universities of Northumbria & Nottingham, 1997.
- Whitworth Scholarship Award, Institute of Mechanical Engineering & GEC Alsthom Sponsorship.
- HNC in Mechanical & Production Engineering, E. Warwickshire College of F.E, Rugby, 1991.

VOLUNTEERING

Trading Standards Scam Marshall **2015-2020**

- Empowering people to stand up to scams, teaching businesses and the public how to protect themselves, and raising community awareness.

British High Commission Club Chair **2012-2014**

- While based in New Delhi, I volunteered as treasurer and later chairperson of the High Commission's local & UK-based clubs, supporting staff and their families while they were there and building a social community across the Five Eyes embassies in India.

SKILLS

Entrepreneurship
Decisiveness

Passion
Creativity

Adaptability
Curiosity

- Business & strategic planning.
- Change management / transformation.
- Return on investment analysis.
- Assurance & compliance.
- GDPR analysis & management.
- Cost reduction strategies.
- Business needs analysis.
- Data Analysis and dissemination.

Created in  &  with 