

Richard Williams

Digital Solutions | Online Education | Automation
Integration | Data Reporting

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PROFILE

Learning Technologist and digital solutions specialist with experience designing, improving, and supporting complex digital systems across higher education, commercial training, and third-sector environments. My current work combines requirements-gathering, stakeholder engagement, process improvement, reporting, automation, testing, documentation, and live service support across Moodle, Power Platform, SharePoint, Power BI, and wider workflows including API integrations.

Alongside my UCL role, I am also working in a consultancy capacity through Scottish Tech Army: I am currently preparing for the PL-200 Microsoft Power Platform Functional Consultant certification while supporting organisations with CRM discovery, data-flow mapping, systems analysis, automation, reporting, and practical recommendations for improvement. This has strengthened my ability to understand business needs, run structured conversations with stakeholders, translate operational hurdles into workable solutions whilst supporting sustainable delivery and hand-over.

CORE TECHNICAL SKILLS

- **M365 Business Applications:** Power Automate, Power BI, SharePoint, Microsoft Forms, Logic Apps, workflow automation, dashboards, reporting and data-driven process support
 - **CRM, Data & Process Analysis:** CRM discovery, data-flow mapping, systems analysis, integration review, data quality, business process improvement and requirements translation
 - **Digital Platforms & Configuration:** Moodle, Brightspace, Drupal, WordPress, platform configuration, plugins, permissions-aware workflow design and structured user journeys
 - **Technical Integration & Automation:** APIs, webhooks, PowerShell, Selenium automation, scripted extraction, cross-system workflows and operational process support
 - **Testing, Documentation & Go-Live Support:** validation, issue triage, rollout support, technical documentation, user guidance, staff training and continuous improvement
 - **Front-End & Platform Development:** HTML5, CSS3, SCSS, JavaScript, Bootstrap, PHP configuration, responsive design and reusable digital components
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PROFESSIONAL EXPERIENCE

2024 – Prs.

Learning Technologist

UCL: STEaPP

- Lead the design, optimisation, and support of digital learning environments across postgraduate programmes, including STEaPP's Online MSc and associated operational workflows.
 - Build automation and reporting solutions using Power Platform, and Selenium-based extraction, to improve visibility of learner engagement, attendance, and operational performance.
 - Develop policies, dashboards, guidance, and support processes that connect business rules and learner support needs to live operational data and decision-making.
 - Work across academic, administrative, and technical teams to analyse processes, document solutions support adoption, and improve the reliability and maintainability of digital services.
 - Deliver staff development, presentations, and internal guidance on digital practice, accessibility, AI, and the effective use of learning technologies at scale.
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2024 – Prs

Digital Strategy Consultant

SCOTTISH TECH ARMY

- Conduct technical discovery across CRM systems, websites, reporting processes, and data flows, identifying structural issues, duplication, integration gaps, and opportunities for improvement.
 - Analyse Dynamics CRM environments and associated workflows, producing practical recommendations around governance, data quality, process redesign and future integration.
 - Design automation and reporting solutions using APIs, scripting, Power Automate, and Power BI to support monitoring, evaluation, and operational decision-making.
 - Work with non-technical stakeholders to clarify requirements, map operational pain points, and translate needs into maintainable, low-cost digital solutions.
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- Produce structured documentation and recommendations to support sustainable delivery, handover, and future development of charity and third-sector systems.

2022 – 2024 Digital Training & Development Design Lead IKON TRAINING

- Led the implementation and integration of a replacement HubSpot CRM environment, improving the structure, flow, and availability of operational data across the organisation.
- Gathered requirements, mapped workflows, and translated business and service needs into sustainable system, process, and reporting changes.
- Built and maintained automations using Power Automate, Zapier, Logic Apps, APIs, and webhooks to support communications, attendance and enrolment, reporting, and internal workflows.
- Worked closely with directors, operational teams, and technical stakeholders to balance usability, compliance, cost, maintainability, and the realities of live delivery.
- Supported testing, rollout, documentation, and optimisation while resolving platform and integration issues in a live environment and improving data integrity across connected systems.
- Produced guidance and staff support materials to enable consistent use of systems and more reliable handover into business-as-usual processes.

2021 – 2022 Learning Designer, Partnerships Lead & Web Developer UNIVERSITY OF SUFFOLK

- Supported the configuration and ongoing operation of Brightspace LMS course areas across internal and partner provision, helping maintain consistency and quality across modules.
- Designed workflows for formative video assignments, including testing, piloting, guidance, and rollout support for different user groups.
- Contributed to the maintenance and optimisation of Drupal and WordPress platforms, supporting reliable access to learning and administrative information.

2018 – 2021 Director: CPD Training TECHNOSPARKS

- Founded and led a CPD consultancy delivering computing and digital skills training for educators and young people

2018 – 2021 Subject Expert & Content Creator BIG CLEVER LEARNING

- Developed and maintained digital learning content delivered at international scale, covering technology and complex subjects through clear, engaging, and structured learning activities

2016 – 2021 Visiting Speaker INSPÉ, LILLE

- Invited speaker at a series of international conferences on the applied use of digital technologies in education, with a focus on systems, tools, and emerging technologies

2010 – 2021 Class Teacher, Computing Coordinator & Acting Deputy Head SUFFOLK COUNTY COUNCIL

- Designed and implemented a whole-school assessment and reporting framework based on structured data collection and analysis
- Led the adoption and operational integration of digital learning systems, including Google Classroom, supporting staff onboarding, standards, and consistent use
- Recognised for innovation in digital systems and data-informed practice, including Innovator of the Year (2017) and NAACE ICT Mark accreditation

2007 – 2008 Business & Legal Researcher NABARRO LLP

- Conducted detailed business and legal research to support strategic decision-making.
- Prepared structured reports and briefings for solicitors and clients

PROFESSIONAL REGISTRATION

- **CMALT Certification:** Association of Learning Technologists – 2025

EDUCATION

- **BSc Computer Science:** University of Suffolk - 2023
- **QTS (PGCE):** Billericay SCITT - 2010
- **LLM & LLB Law:** Northumbria University / University of Sheffield – 2002/2009
- **Qualified Barrister:** Bar Vocational Course (BVC) 2008