

Richard Andrews

Personal & Contact Details

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Nationality: British

Date of Birth: 28th July 1963 (Aged 56)

Interests: Sailing, Music, Skiing



Profile: Customer-Focused Leisure Maritime Professional

- Customer **Project Manager** with Oyster Yachts
- Proven excellence in **Customer Liaison**
- First-Class **Communicator**
- **MCA 3000 Tonne Master** (Revalidated Jan 2019) + RYA **Ocean-Master**
- **Sail & Motor Yacht Captain**, training, deliveries and commissioning
- Demonstrable ability in **Fault Analysis** and **Quality Assurance**
- Engineering background
- Highly creative and **effective problem solving**

Education

2012	RYA Commercial Ocean Master Sail/Power/Instructor
2006	Foundation Certificate in Software Testing (Information Systems Examining Board)
2001	MCA Class iv Master 3000 tonnes (Revalidated January 2019)
1986	HNC Electronics / Telecoms – Bucks New University, (High Wycombe College)
1978	5 "O" Levels including Science, Maths, English and French

Project Manager Oyster Yachts

Employer: Oyster Yachts

Position: Project Manager

Period: Sept 2019 – April 2020 **Reason for leaving:** Made redundant Due to CV19

Responsibilities:

- Principle key company contact with (HNWI) customers; obtaining customer requirements, determining feasibility of specific requests
- Advising on available / appropriate options for new yachts
- Management of build projects across multiple sites and disciplines
- Advising on specifications both generally and particular to the build
- Communicating customer requirements to the tradesmen; problem-solving new concepts
- Creation and maintenance of detailed "Master Worklist" spreadsheets
- Principle customer representative throughout yacht build

Employment History: Technical Author, Training & Delivery skipper, Marine Projects

Employer: Andrews Marine Services
Position: Technical Author, Sailing Instructor, Delivery and Training skipper
Period: July 2016 – April 2020 – Present

Responsibilities:

- Motor-Yacht International delivery & logistics for Sunseeker, Princess & Fairline
- Writing technical documents & user-manuals for boat builders
- New Motor-Yacht design consulting
- Private Yacht Skipper and Engineer

Project Manager & Skipper

Employer: Discovery Yachts (Manufacturer of sailing yachts >£1million)
Position: Project Manager
Period: April 2015 – July 2016 **Reason for leaving:** Made redundant (Brexit)

Responsibilities:

- Pioneered and chaired the multi-discipline “Build-Projects Working Group”
- Principle key company contact with (HNWI) customers; obtaining customer requirements, determining feasibility of specific requests
- Advising on available / appropriate options for new yachts
- Management of build information, coordinating external providers via email, telephone and face-to-face meetings, organising, collating and promulgating that information
- Communicating customer requirements to the tradesmen; problem-solving new concepts
- Creation and maintenance of detailed Build Specification spreadsheets
- Principle customer representative throughout yacht build

Temporary Ops/Maintenance Manager/Skipper

Employer: Pure Latitude (20-yacht ownership scheme)
Position: Temp Operations Manager
Period: Nov 2014 – April 2015 **Reason for leaving:** Temp Contract

Responsibilities:

- Day to day management and maintenance of fleet of sailing and motor yachts
- Repair of electrics, mechanics and plumbing
- Planning of resources, and materials
- Running a small team of contractors
- Maintenance of accurate records

Chief Engineer, Fleet and Forts Maintenance Manager

Employer: Solent Forts (Spitbank, No Man's Land and Horse Sand Forts)
Position: "Chief Engineer" and fleet manager
Period: June 2013 – July 2014 **Reason for leaving:** Anti-social hours

Responsibilities:

- Marine superintendant
- Project Manager and Board-level Influencer
- Highly customer-orientated role – usually HNWI's & UHNWI's
- Captain of fleet of passenger vessel, RIB and workboat
- Responsible for maintenance, upkeep and technical problem solving for three sea forts

Electronics Engineer

Employer: Associated British Ports
Position: Electronics Engineer
Period: Sept 2012 – June 2013 **Reason for leaving:** Better job offer.

Responsibilities:

- First real job following family sailing sabbatical
- Maintenance of key electronic systems; Radar, VHF, cameras etc around the port
- Collaborating with electrical and mechanical engineers on large-scale projects
- Repair and maintenance of equipment on coastal floating and fixed installations

Family Sailing Sabbatical – 2010 to 2012

Following years of planning and saving, we bought an elderly sailing yacht to cruise the Mediterranean and Caribbean as a family.

Quality Assurance Engineer/Motor-Yacht Skipper – ISO 9001

Employer: Raymarine (Manufacturer of quality marine electronics)
Position: Quality Assurance Engineer
Period: Nov 2005 – Mar 2010 **Reason for leaving:** Family Sabbatical

Responsibilities: Creating Test-Plan-driven projects for implementing the qualification process of new product, fault diagnosis and reporting, supervising and training both local and offshore staff.

- Awarded "Outstanding Achievement Award" for leading A-Series Product
- Board-level reporting of project status / analysis of bug trends and eradication thereof
- Listening to, and acting on feedback from live sea-trials
- Bench-testing of Multi-Function Displays, VHF radio, Radar and other systems
- Field testing & fault diagnosis of Radar, VHF, autopilot, supervisory and IT systems
- Customer support and training
- Staff training, supervision and counselling

Oceanair – ISO 9001 – Technical Support / Author

Employer: Oceanair Marine
Position: Technical Sales Support
Period: Nov 2004 – Nov 2005 **Reason for leaving:** Raymarine Job offer

Responsibilities: Writing and updating technical specs, training staff and distributors, marketing logistical support, website maintenance and Special Projects.

- Updating and writing of new technical documents
- Maintenance of the Company website
- International Boat-show logistics management, and sales
- Technical product training for staff and distributors
- Technical after-sales support for customers and distributors
- Some marketing logistics such as show-stand management and photography

1993 – 2004 Yacht Captain / Engineer / Instructor

Responsible for the safe operation of a series of multi-million-pound 17 - 40 metre yachts around the world. Two Transatlantic passages as skipper plus one as engineer, (s/y Mirabella). Very high level of self-sufficiency, as well as crew/team management & logistics.

- Giving owners / charterers the very BEST experience afloat
- Project management – voyage planning, spares & supplies, refit & repair logistics
- Crisis management – finding prompt solutions to offshore problems
- Maintenance of all systems including electronics, diesel plant, desalination plant, fuel management, cooling/freezing plant, hydraulics etc

1983 – 1993 Electronics & Telecoms

An apprenticeship at British Telecom International, including college day-release led to a junior management role in “International Networks Planning”. I later moved on to Networks Management with Mercury Communications. In search of more commercial focus I became a Sales Engineer for a small Telecoms company, before taking the role of Team Leader at the Carphone Warehouse head office.

Outside Interests

I love playing guitar, and I run a lively church music group. As a family we enjoy skiing and sailing holidays, and occasionally venturing off the beaten track.

I’m also on the team of newsreaders and engineers for the local audio newspaper for the blind.

The garden is a permanent project, and I still enjoy tinkering with my motorcycle as well as repairing broken stuff.