



Paul Benson

TECHNOLOGY DIRECTOR & SYSTEMS ARCHITECT

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LOCATION

East Cleveland,
UK

Profile

Technology leader and systems architect with over 18 years of experience spanning web application development, server infrastructure, enterprise technology management, and AI integration. Currently heading technology solutions at Mastercopy, overseeing document and managed intelligence deployments — including AIDA, an Artificial Intelligent Document Automation system — whilst maintaining ISO 9001 and ISO 27001 compliance. I combine deep technical ability with strategic thinking and actively leverage AI tooling to drive innovation and efficiency.

Work Experience

Technology Director Mastercopy — Thornaby, UK

CURRENT September 2024 - Present

Head up all technology solutions, planning and deploying document solutions and managed intelligence platforms. Serve as the primary technical authority across the business and oversee the full development lifecycle of technology offerings.

Spearheaded the training and integration of **AIDA** (Artificial Intelligent Document Automation), overseeing its rollout and ongoing development. Actively utilise AI tooling to drive efficiency and innovation.

Manage the company's ISO 9001 quality management system and played a key role in achieving ISO 27001 certification, maintaining ongoing compliance. Oversee technical vendor partnerships including HP.

Document Solutions Managed Intelligence AIDA Document AI

AI Integration ISO 9001 ISO 27001 HP Partnership

Technology Strategy

IT Officer - Web Development North Yorkshire Council — North Yorkshire, UK

June 2023 - September 2024

Maintained and managed the council's web server infrastructure, developing and deploying websites for external customers and internal council departments using modern front-end technologies and CMS platforms.

Plesk WordPress Divi HTML5 CSS3 JavaScript

Web Server Management

Strategic Technical Account Manager Aqueous Consulting Ltd — Runcorn, Cheshire

May 2022 - June 2023

Managed technically complex client accounts, conducting website audits to benchmark performance ahead of SEO campaigns. Bridged technical delivery and client strategy.

AHrefs SEOoptimizer Google Search Console WordPress

Standards & Compliance

ISO 9001 — Quality Management

ISO 27001 — Info Security

Technical Skills

LEADERSHIP

Technology Direction

Vendor Management

ISO Compliance

AI Integration

FRONT-END

HTML5

CSS3

JavaScript

jQuery

Responsive Design

BACK-END & DATABASES

ASP / ASP.NET

PHP

SQL Server

MySQL

C#

INFRASTRUCTURE

Windows Server

IIS

Plesk

DNS Config

CMS & PLATFORMS

WordPress

Divi

Drupal

Joomla

Key Achievements

- Achieved ISO 9001 & ISO 27001 for Mastercopy; maintains ongoing compliance across both
- Oversaw rollout and ongoing development of AIDA, Mastercopy's Document AI system
- Delivered public-facing and internal web projects for North Yorkshire Council

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Continued overleaf

Work Experience (continued)

Technical Developer

iBleep Ltd — Kirkleatham, Redcar & Cleveland

January 2009 – April 2022 · 13 years 3 months

Maintained and developed the company's NHS-used web application alongside native Android and iOS apps. Administered both local and remote databases and servers, built a suite of functional reporting tools, and managed all internal IT infrastructure including staff systems and network printers.

ASP SQL Server VBScript HTML5 CSS3 JavaScript

iOS / Xcode Android Windows Server macOS

Telephone Sales / Floor Manager

Inbound Solutions — Witchford, Cambridgeshire

December 2007 – December 2008 · 1 year

Started in call handling, progressing to selling products including invoice factoring and fine wine investments. Promoted to manage the sales team floor before returning to the north of England.

Call Scripter Microsoft Office

Junior Web Developer / Designer

Eliteology Ltd — Chatteris, Cambridgeshire

December 2006 – December 2007 · 1 year

Designed and built standards-compliant web templates, conducted usability and compliance testing for web applications, and provided maintenance and telephone support for existing systems.

ASP.Net 2.0 C# XHTML / CSS JavaScript IIS 6

SQL Server 2000 Photoshop

Computer Technician

Brightboy Media Limited — Guisborough, Cleveland

June 2006 – December 2006 · 7 months

Designed and built custom PCs for business clients, installed CAT5 computer networks, and provided general PC software support for local businesses.

Broadband Technical Support

Garlands Call Centre — Middlesbrough, UK

January 2006 – May 2006 · 5 months

Worked on the broadband technical support team, helping customers diagnose and resolve issues with their broadband service over the telephone.

Further Skills

MOBILE

iOS / Xcode Android

DESIGN

Photoshop Illustrator

DEV TOOLS

Visual Studio Dreamweaver

PRODUCTIVITY

Microsoft Office

TARGET BROWSERS

Chrome Firefox Edge

Safari

Key Achievements

- Built a suite of NHS reporting tools within iBleep's clinical communication platform
- Ported existing web applications to native iOS and Android for NHS deployment
- Integrated a .NET/SQL Server web app with an ASP Classic/MySQL groupware platform
- Nearly 12 years developing and maintaining a critical NHS-facing application

Personal

- **Nationality:** British
- **Language:** English
- **Location:** East Cleveland, UK