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## Professional profile

I am a highly experienced, results driven, commercially focused, International Transformation Programme Manager / Director who currently delivers: large scale global, business driven, strategic, information technology (IT) driven, business change programmes. Furthermore I have the experience of managing the delivery, provision and maintenance of IT services and business systems to users across global businesses.

I have excellent stakeholder and supplier / vendor engagement with the ability to transform business requirements into successfully delivered solutions. This is underpinned with leadership, commercial and financial expertise along with excellent communications skills gained over the past 30 years working for blue chip customer-centric NASDAQ / FTSE 100 (up to 15,000 user / £15billion pa revenue) organisations across the globe in business to business (B2B), business to consumer (B2C), engineering, oil & gas, retail & supply chain, construction, utilities, facilities management, market research and private equity.

I am an enthusiastic self-starter with wealth of experience working across different cultures and time zones and have spent a considerable amount of time over the past 12 years working on programmes that have involved travel across North America, Europe, South Africa, Middle East, India and Southeast Asia. I also very flexible with regard to working hours and have the ability to work in a time-constrained and financially-constrained environment.

Formal qualifications include B.Eng (Hons) in Mechanical Engineering, PRINCE2 and ITIL.

## Key skills and attributes

* **Vision and ability to see the wider picture** working with the business on strategic improvements to business processes utilising the latest technologies, yet retaining a commercial standpoint;
* **Lead, manage, drive and deliver effective business change / transformation programmes** (including those involving acquisitions and demergers) through the intelligent and efficient use of technology and internal / outsourced suppliers;
* **Broad technical skill set** including business system software application development and infrastructure improvements (including networking and data centres) with a drive to learn and implement new systems and technologies and improve on service delivery / customer service;
* **Effectively manage stakeholders** (including ‘C suite’), develop and drive business aligned strategies, understand customer’s / user’s requirements and take stakeholders on a journey to successful completion and ultimate business improvement;
* **Effectively manage suppliers** (both onshore and offshore), internal and 3rd party, with track record of managing request for proposal (RFP) processes and supplier contract negotiations, including information technology outsourcing (ITO) and business process outsourcing (BPO);
* **Ability to communicate confidently and effectively** at all levels with business, customers and suppliers; both written and verbal, including presenting to large audiences;
* **Commercially focused** on building and delivering on business cases with good return on investment (ROI), cost savings and giving the business ability to increase turnover and profit;
* **Comfortable working in ‘hands on’ ambiguous situations** and yet constantly driving towards good levels of business governance;
* **Budget management** up to £25 million Capex and £8 million Opex pa;
* **Personnel management** up to 45 staff (including 6 project managers) and further more in a global matrix environment; an approachable leader with strong coaching and mentoring skills;

## Career achievements / highlights

* **As Global Transformation Programme Director, successfully managed £10million Capex IT programme for OCS** delivering global consolidation of application systems including global deployment of enterprise resource planning (ERP) and customer relationship management (CRM) systems, infrastructure consolidation and service delivery improvements involving ITO as an enabler to help with business growth;
* **As Head of IT UK & Europe successfully managed £8million Opex pa IT Department for OCS** providing operational activities, managed up to 45 staff (including 6 project managers) to enable UK & European business to function;
* **As Global Transformation Programme Manager successfully managed £1million Capex / £5million saving programme for SSP** deliveringglobal BPO of finance operations across 6 waves across 7 countries to enable business to achieve efficiency improvements;
* **As Global Head of IT Transformation successfully managed £1 million Capex / £1.5million Opex pa programme for Inflexion (private equity) / GfK** delivering brand new IT infrastructure across 18 countries to enable company demerger;
* **Business Systems IT Manager and Programme Manager successfully managed £25million Capex programme for Wolseley** delivering brand new IT infrastructure across 1,500 locations in UK and Ireland to enable SAP programme to commence.

## Career history

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| SSP Group plc (Select Service Partner) | October 2016 to present |
| **Global Transformation Programme Manager** | (interim position) |

**The company:** British multinational company, headquartered in London, which operates branded catering and retail units at over 125 airports and 270 railway stations around the world as a concessionaire, £2billion revenue (2016).

**Reporting to Global Business Services Director (role includes extensive international travel)**  
***Responsible*** for managing outsource partner (Infosys) for the global BPO of finance operations as well as managing programme to deliver IT improvements.  
***Delivered*** ahead of time (12 months) and to budget (£1million Capex / £5million saving over 5 years), which enabled business to achieve efficiency improvements; including:

* Global BPO of finance operations across 6 waves across 7 countries; from business case / requirements scoping through to business as usual operations;
* Management of senior business leaders’ expectations and supplier management;
* Technology integration of ERP toolsets as well as global purchase requisition system (PRS) development and deployment.

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| Euro Car Parts | Apr 2016 to October 2016 |
| **IT Transformation Programme Consultant** | (interim position) |

**The company:** UK car parts retailer £1billion revenue (2015), 30,000 employees, 200 trade outlets, part of NASDAQ quoted LKQ group of international companies.

**Reported to CIO as part of senior IT management team**   
***Responsible*** for assisting CIO with developing IT strategy and mobilising improvements programmes;   
***Delivered*** on time excelling expectations, delivering:

* 5 year IT strategy plan,
* Developing transformation programme management methodology and improvements to project management office (PMO);
* Mobilising £3million business data security / cyber security programme.

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| Inflexion / GfK Kynetec | Aug 2015 to Apr 2016 |
| **Global Head of IT Transformation** | (interim position) |

**The company:** Inflexion: Private equity firm who invested £20million in the demerger of the US$40million revenue (2014) Kynetec division from its parent, GfK, the fourth largest market research organisation in the world.

**Reported to the Inflexion CIO and Kynetec CEO  
*Responsible*** for the global IT transformation from Kynetec’s parent company’s IT environment to a brand new cost efficient environment for 300 users across 18 countries to enable successful business demerger.   
***Delivered*** on time (6 months) and within budget (£1 million Capex with a forecast of £1.5 million Opex pa), giving the organisation a digital platform suitable for 3 x business growth over the next 3 years; including:

* Developed business aligned IT strategy;
* Managed a programme of 23 work streams to provide brand new infrastructure elements including: migration to Azure hosting and integration with software as service (SaaS) Netsuite ERP;
* Managed internal technical staff and 3rd party vendors, including running full RFP process;
* Stakeholder management of ‘C-suite’ within Inflexion, GfK, Kynetec and 3rd party auditor.

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| OCS Group Limited  **Global Transformation Programme Director and Head of IT UK & Europe** | Dec 2011 to Jun 2015  (interim position) |

**The company:** Large family owned UK company, £720 million revenue (2014), international facilities management and services provider with operations in EMEA, Asia and Australasia. 90,000 employees.

**Worked as part of the senior IT Executive reported to ‘C’ suite (role included extensive international travel)  
*Responsible*** for the development, implementation and mobilisation of the global strategic transformation of the use of technology for 6,500 users across the globe;   
***Delivered*** £10 million Capex worth of improvements to enable collaboration, more efficient business processes, consolidation, cost savings and the ability for the business to grow both organically and through acquisition as well as embrace best use of digital technology, involving

* Stakeholder management of globally dispersed ‘C’ suite, including developing their respective IT strategies and digital transformation roadmaps;
* Managed overseas acquisition mergers from an IT perspective;
* Application system consolidation including global ERP deployment (finance, stock control and transportation system) and global Salesforce CRM deployment;
* Infrastructure consolidation including migration of legacy servers to infrastructure as a service (IaaS) data centres in UK and Singapore;
* Service delivery improvements including the ITO (to Cognizant) of service delivery in Europe and Southeast Asia;
* Managed up to 45 staff (including 6 project managers) and £8 million Opex as part of operational management activities (managed UK & Europe IT Department for 12 months on run up to ITO).

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| Bathstore  **Transformation Programme Manager** | Dec 2010 to Dec 2011  (interim position) |

**The Company:** Part of Wolseley Ltd, £95 million (2011) high street retail organisation. UK operations include: 650 employees, 165 stores, 1 distribution centre, 1 call centre.

**Reported to IT Director  
*Responsible*** for managing improvements to the IT systems, infrastructure and governance;  
***Delivered*** to time and budget utilising internal resources and external partner suppliers, which enabled continued sales and turnover growth of the organisation:

* Managed desktop and point-of sale hardware re-fresh across entire estate;
* Implemented digital dashboard to enable real time management information reporting from ERP system;
* Upgraded ecommerce web site in order to obtain payment card industry – data security standard (PCI-DSS) compliance;
* Updated all policies and procedures in order to improve on level of governance.

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| CH2M HILL / Thames Water  London Tideway Tunnels Programme  **Head of IT and Systems** | Jul 2009 to Dec 2010  (interim position) |

**The programme:** £Multi-billion civil engineering construction programme to design and project manage construction of two large sewage relief tunnels under London (7 mile Lee and 20 mile Thames Tunnel).  
  
**Reported to Construction Programme Lead  
*Responsible*** for managing the implementation, mobilisation and support of all ground up Information Management (IM) and IT elements required to enable secondary start-up phase of construction programme: £3.1 million Capex / Opex (mostly outsourced costs), 18 month (start-up phase), 500 users;  
***Delivered*** to time and budget in-line with stakeholder requirements, which enabled the programme to obtain further UK Government approval to continue with the detailed design of the tunnels.

* Developed and implemented IT and IM strategies, policies, procedures and TOM;
* Managed USA based outsourced managed services provider;
* Defined enhancements with the programme / business and managed implementation projects involving infrastructure and applications, including computer aided design (CAD), collaboration and document management systems.

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| Wolseley UK Limited  **Business Systems IT Manager  and Programme Manager** | Aug 2006 to Jul 2009  (permanent position) |

**The company:** Part of Wolseley plc, £15 billion revenue (2008) FTSE100 global retail / supply chain organisation. UK & Eire operations include: 15,000 employees, 1,500 branch network, 8 distribution centres.

**Reported to IT Director / senior ‘C’ suite stakeholders  
*Responsible*** for liaising with the business stakeholders, establish their business requirements and obtaining business case sign-off followed by the management of respective improvement programmes;   
***Delivered*** improvements to time and budget, which assisted the business with its ‘turnaround’, including:

* Wide area network (WAN) upgrade programme to 1,500 locations, providing £8million Opex cost saving (over 3 years);
* Telephony and call centre improvements;
* Pre SAP IT infrastructure transformation programme, to upgrade all infrastructure including point-of sale to all 1,500 trade stores, £25million Capex;
* Legacy ERP and PCI-DSS point of sale enhancements and interfaces with clients’ systems.

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| Foster Wheeler Energy Limited  **IT Manager – Taskforce Programmes** | Dec 2001 to Aug 2006  (permanent position) |

**The Company:** 3,500 employee UK division of NASDAQ quoted global petrochemical engineering construction contractor who design and construct petrochemical oil & gas refining process plants for major global organisations.

**Reported to various Taskforce Programme Leads (included working on international assignments)  
*Responsible*** for the implementation, mobilisation and support of all ground up IM and IT elements required to enable start-up and day to day operations of construction programmes, involving working on assignment in UK, Saudi Arabia and Malaysia;  
***Delivered*** to time and budget in-line with stakeholder requirements, which enabled the business to deliver profitable programme delivery to its international clients.

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| **Various companies:** IT services provider, building services provider to pharmaceutical industry and industrial water treatment providers to large scale process organisations  **Business development and project management roles** | Mar 1986 to Dec 2001  (permanent positions) |

## Education and training

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| **B.Eng. (Hons) in Mechanical Engineering** | 1986 to 1989 |
| **PRINCE 2 Practitioner** | Mar 2006 / Jul 2011 |
| **ITIL Version 3 Foundation** | Jun 2011 |