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Summary

- Experienced Technical Programme Manager, product, agile lead, inspires leads multi-disciplinary teams
- Enthusiastic and passionate about using digital for good, for purpose, customer focus and where it is acting as a challenger / disruptor
- Natural leader, brings unrelentless energy to a role
- Good facilitator, problem solving skills, analytical and solution thinker. Can break down problems and challenges collaboratively
- Data integrations, ERP experience in programme management role (Dynamics 365). ERP trained (GE Capital), SAP Cloud ERP training. Salesforce Marketing Cloud experienced.
- AI in Product Management & Project Management, Prince II, Agile Scrum Foundations, Six Sigma GB, Managing Successful Programs certified
- Experienced in ways of working for productivity and team success. Teamwork tools across SMEs Miro, Trello, Figma, Jira, Confluence, Sharepoint, MS Project

Experience



Senior Delivery Manager (Agile + Technical Integration)

BBC Studios

Nov 2022 - Jul 2023 (9 months)

- Senior Delivery Manager role leading a number of global and cross matrix technical teams UX, DevOps, developers, to deliver a highly complex technical integration delivering legacy system, data & Salesforce Marketing Cloud
- Delivered and project led a tender decision to initiate a project for StoryWorks product
- Used collaborative problem solving and stakeholder management skills
- The impact was an improved pace, collaboration and focus from the teams involved and a delivery pathway to reach the project's goals
- Ran daily agile scrum stand ups, weekly reviews and monthly reports using powerpoint, office, excel and more to demonstrate results



Transformation Programme Manager + Interim Product Owner

Golden Charter Ltd

Feb 2020 - Jun 2022 (2 years 5 months)

- Programme managing regulatory programme across business and portfolio producing plans, RAID logs, risk strategy, steering group packs
- 6 months in interim head of product role, led a new product development for key way to general sales via a digital tool
- Led a number of key workstreams to deliver transformational change at the company in improving customer experience across multiple channels, direct, network partners, contact centre and indirect
- Managing collaboration across portfolio and ways of working with both Agile and Waterfall approaches
- Coaching team members in transformation to achieve goals
- Led key customer insights using qualitative and quantitative methods

- Completed payment strategy for end consumers to improve way payment is taken



Senior Transformation Project Manager + Product Owner

AXA Partners

Jun 2019 - Jan 2020 (8 months)

- Used tools like Jira, Confluence, Excel, SEO Google Analytics to provide detailed analysis and results for both planning and technical features of the new mobile app
- Led delivery of new product features, google analytics, google tag manager, SEO for web single page app, API integration - through Agile, DevOps & Agile Scrum, Sprint processes
- Ownership of projects and project work streams including requirements, schedules, budgets, resources and deliverables
- Relationship management with all external customer, stakeholders and SME's and an effective interface to best support strategic business needs



Project Director

Monadd

Apr 2019 - Apr 2019 (1 month)

- Created a project plan and task orientated approach to allow them to work more efficiently.



Digital Consultant + Technical PM

Marley

Oct 2018 - Mar 2019 (6 months)

- Consultant advising both the Marketing Director & Managing Director on best in class technology solutions for the construction industry
- Project managed an employee engagement mobile app for Marley's UK wide employees.
- Led the project team and technical implementation of a 3rd party web based Software as a Service Amazon Web Services tool.
- Offered suitable recommendations for technology, process improvements and tools



Project Manager

Siemens

May 2018 - Aug 2018 (4 months)

- Project led approx. 20 Communication team members and stakeholder communication, producing plans, running daily standups and reviews and managing risks
- Managed relationship and delivery with 10 agencies
- Coached several ways to manage workstreams, structure plans, enable self collaborating team working remotely and in an agile way



Digital Consultant

UNIDO

Dec 2017 - Feb 2018 (3 months)

- Led an accelerated digital transformation project for this United Nations agency UNIDO
- Worked with their chief of Communications and wider team, to identify and transform their digital skills and processes
- Provided them with analysis, recommendations of ways of working

- Produced a multi-year roadmap for evolving the way they work

IT Project Manager + Agile Coach

Siemens

Aug 2017 - Dec 2017 (5 months)

- Project managed Digital Marketing workflow tool with a 3rd party Software as a Service
- Amazon Web Services digital content and approval tool, Percolate, and implemented with single sign on
- Led contract negotiation stage process
- Contributed to PMO practices through expertise, experience in Agile
- Prepared and led 3 day Agile in Project Management workshop to 30 team members

Ecommerce Project Manager + Senior Digital Transformation Project Manager

LV=

Dec 2015 - Mar 2017 (1 year 4 months)

- Managed a number of digital projects within the General Insurance business helping to improve and optimise the customer's digital online experience.
- Led the instruction of hiring a new digital agency to help support the recently appointed Head of Digital
- Planned a roadmap for the delivery of an overarching 5 year Digital Strategy
- Project managed external partner to change ways of working and approaches with digital customer engagement
- Delivery of Financial Services Car Insurance application rebrand on time and within budget
- Implementation of multivariate web software Oracle Maxymiser
- Upgrade of web IBM Tealeaf Replay software identifying use cases and leading testing plan

IT, Projects & Agile Senior Manager

50°North Brand Marketing Agency

Mar 2014 - Nov 2015 (1 year 9 months)

- IT manager for business
- Led and won new business opportunity with the United Nations Volunteers to rebrand
- Implemented 'Streamtime' studio management software, allowing time tracking to drive profitability, 100% usage and more than 70% time reported after 2nd month of rollout
- Significant agency growth, responsible for hiring best talent & winning awards for PR opportunities

IT Change Project Manager

GE Capital

Nov 2012 - Jul 2013 (9 months)

- IT Change and Project Management implementation of Leasing Web Application, high number of decision and payment transactions (1000s daily) and over 20 interfaces with multiple currency handling used
- German market including managing stakeholders, team management of outsourced developers and business analysts
- Technology; IBM Websphere Application server J2EE, EJB & Webservices interfaces integration

IT Management Executive

GE Capital

Sep 2010 - Dec 2011 (1 year 4 months)

- Led IT workstream to implement GE Capital UK's strategic project of a new bank
- The IT workstream established the setup of systems, integration of legacy data and assets, security, infrastructure and process, policies, procedures necessary to run a Bank and gain Regulatory approval of a banking
- Defined requirements for IT Credit Risk project plans, including resourcing and technical requirements.
- Led area that represented 50% of the overall implementation of £30m of funding for IT systems and consultancy
- Delivered in 4 months of the total 30 month delivery



IT Programme Manager

GE Capital

Oct 2007 - Sep 2010 (3 years)

- Project leader for large strategic IT Application via web for pan-EMEA business, modernising extranet site focusing on usability / GUI centred design.
- This handled multiple interfaces, currencies, web and legacy data sources in real time. I acted as Technical Application Leader in this role as well as managing the technical team.
- IT Application Leader for Pan-EMEA Automated Credit Engine that provides 1500 instant credit decisions a day across 13 EU countries and 117 globally.
- Managed \$1 Million IT investment budget, programme of work and strategy, team of devs, BAs & PMs.

Education



University of the West of England

First Class with Hons Undergraduate Degree, Business Information Systems,
Computing faculty

1997 - 2002

Licenses & Certifications



Salesforce Certified Marketing Cloud Email Specialist - Salesforce



AI for Product Management - Pendo.io

https://www.credly.com/badges/ca291a9a-a26f-43d6-bbf3-145958661358/public_url



Generative AI for Project Managers - Project Management Institute



MSP® Foundation Certification - AXELOS Global Best Practice

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Agile Scrum Certifications - Quantum of Value

PRINCE2 Practitioner - BRISTOL MANAGEMENT CENTRE LIMITED



Lean Six Sigma Green Belt - GE Capital