

## Professional profile

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Dynamic Programme Manager and Digital Transformation Leader with 15+ years' experience delivering complex, high-value technology programmes across B2B and B2C environments in Telecoms, Financial Services, and Government. Proven track record of driving £250M+ portfolio management, achieving significant cost savings, and embedding Agile ways of working to accelerate time-to-market. Skilled at leading large, cross-functional engineering teams (150+), implementing AI-driven solutions, and aligning technology delivery with strategic business goals. Recognised for driving sustainable change, continuous improvement, and transforming customer engagement through AI and data-driven insights.

## Core competencies

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### 📌 Programme & Portfolio Management

- 📌 Programme Management
- 📌 Programme Governance
- 📌 Portfolio Management
- 📌 PMO Leadership
- 📌 Project Management

### 📌 Financial & Risk Management

- 📌 Enterprise Risk Management
- 📌 Cost Optimisation
- 📌 Budget Control (£250m+)
- 📌 Regulatory Compliance

### 📌 Agile & Digital Transformation

- 📌 Agile Coaching
- 📌 Lean Portfolio Management
- 📌 Scaled Agile (SAFe)
- 📌 Digital Innovation
- 📌 Organisational Transformation

### 📌 Technical & Delivery Excellence

- 📌 Stakeholder Engagement
- 📌 Project Planning & Scheduling
- 📌 Reporting & Monitoring
- 📌 Change Management

## Key achievements

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### Strategic Technology Transformation | Virgin Media O2

- Led a 12-month programme that migrated digital frontend eCommerce services, achieving £6M annual cost savings and a 30% reduction in infrastructure costs.
- Spearheaded an Agile transformation, increasing sprint velocity by 2x, reducing time-to-market by 40%, and enhancing cross-functional collaboration.

### Enterprise Ways-of-Working Transformation | Barclays Bank

- Led an enterprise-wide organisational transformation for 5,000 employees, embedding Agile ways of working, resulting in a 35% improvement in cross-team collaboration.
- Achieved £12M in cost savings within three months through targeted continuous improvement initiatives and reducing operational inefficiencies by 25%.

### Customer Engagement Innovation | Hybrid Mobile App

- Led the end-to-end development of a hybrid mobile app, acquiring 750,000+ users in the first year, maintaining a 40,000+ daily active user base, and increasing customer retention by 55%.

### National Digital Reform | HMCTS

- Successfully led a £280M digital transformation programme, reducing case processing times by 30%, digitising 70%+ of court processes, and improving public accessibility to legal services.

## Professional experience

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**May 2024 – Present**

**Virgin Media O2, Remote**  
**Senior Programme Manager (Contract)**

- Led a £6M+ cost-saving technology migration over 12 months, reducing downtime by 40% and increasing platform stability by 35%. Ensured programme governance and defined change management processes for compliance.
- Unified 15+ cross-functional teams to integrate Virgin Media products into O2's offerings, resulting in a 25% increase in customer engagement. Redesigned and rebuilt the sales application to align with End State Architecture, improving sales process efficiency by 30%.
- Established a financial governance framework that ensured budgets remained within 5% variance.
- With 35 engineering reports across multiple disciplines delivery (scrum masters), product, frontend dev (nextjs), backend dev (node), and qa (automation) providing monitoring, coaching, 121s, KPI and performance reviews

**May 2021 – May 2024**

**Barclays Bank, Knutsford**  
**Vice President – Senior Programme Manager / Agile Coach (Perm)**

- Designed and executed an enterprise-wide Agile transformation for 5,000 employees, improving team performance by 40% and delivering £12M in financial savings.
- Embedded continuous improvement practices across 1,600 staff, driving 25% productivity gains and reducing defects by 35%.
- Partnered with C-suite executives to align transformation initiatives with strategic objectives, ensuring a 90%+ adoption rate across teams.
- Led a blueprint UX/UI initiative that standardised branding, accessibility, and customer experience across 40+ digital products, enhancing user engagement by 30%.
- Managed three development teams (45+ developers, testers, and product owners) delivering applications for web, iOS, and Android, achieving a 20% faster release cycle.
- With 31 engineering reports across multiple disciplines delivery (scrum masters), product, software developers (angular, nextjs, swift, kotlin), and qa (automation) providing monitoring, coaching, 121s, KPI and performance reviews

**Jan 2021 – May 2021**

**NatWest, Remote**  
**Programme Manager / Agile Coach (Contract)**

- Mentored a newly formed Agile Release Train (7 teams, 100+ members), improving feature delivery rate by 35%.
- Implemented Agile performance metrics, increasing team efficiency by 25% and reducing deployment errors by 40%.

**Feb 2020 – Oct 2020**

**HM Courts & Tribunals Service (HMCTS), London**  
**Programme Manager / Agile Delivery Manager (Contract)**

- Delivered a £280M digital transformation, modernising national court services and reducing case backlog by 30%.
- Led Agile adoption across 10+ cross-functional teams, improving release predictability by 50%.
- With 25 engineering reports across multiple disciplines software developers (angular, java), and qa providing monitoring, coaching, 121s, KPI and performance reviews

**Dec 2018 – Dec 2019**

**Department of Work & Pensions, Newcastle**  
**Programme Manager / Agile Coach (Contract)**

- Led agile transformation in several teams by applying Government Digital Service (GDS) standards to improve Scrum and Kanban.
- Designed and facilitated workshops, 1:1 coaching, and ongoing team sessions to increase agile maturity, taking teams from foundational knowledge into high performance.
- Agile coaching for Senior Leadership and Executive Teams, aligning with organisational goals while embedding a culture of continuous improvement.
- Successfully managed and supported geographically dispersed teams by tailoring agile methodologies to local and distributed needs.

<b>Feb 2018 – Nov 2018</b>	<b>PaymentSense, London</b> <b>Programme Manager / Agile Coach (Contract)</b>
	<ul style="list-style-type: none"> <li>Directed agile practices within three software delivery teams to optimise collaboration and project delivery through targeted agile events and mentoring.</li> <li>Agile maturity assessments for two Scrum teams, which drove high productivity, aligning outcomes with organisational priorities.</li> <li>Led Agile adoption in a non-agile team, introducing Kanban workflows that were better-suited projects objectives and team dynamics.</li> <li>Driven high-impact greenfield projects such as leading the complete frontend re-architecture and improving application performance along with onboarding efficiency, while establishing a PCI compliance framework to transition into a full acquirer status, building out a highly robust gateway solution.</li> <li>Re-architected a cloud terminal solution, achieving scalable and efficient system performance.</li> <li>With 18 engineering reports across multiple disciplines software developers (angular, C#), and qa providing monitoring, coaching, 121s, KPI and performance reviews</li> </ul>
<b>Nov 2017 – Feb 2018</b>	<b>Santander, Milton Keynes</b> <b>Programme Manager / Agile Delivery Manager (Contract)</b>
	<ul style="list-style-type: none"> <li>Implemented agile delivery capabilities within the infrastructure team, creating pipelines to support software delivery operations.</li> <li>Improved the resilience and scalability of the system using microservices architecture aligned to target (PaaS) architecture environments.</li> <li>Delivered agile training, embedding best practices such as TDD and BDD to uplift the performance of the team.</li> <li>Worked with Product Owners to ensure that Scrum and XP were aligned with the delivery of customer-focused value.</li> <li>Established robust technical and network architectures across development, pre-production, and production environments to ensure seamless system integration.</li> <li>Worked with service introduction and change management teams to ensure controlled and efficient deployment of releases to live environments.</li> </ul>
<b>Jan 2014 – Nov 2017</b>	<b>TalkTalk, London</b> <b>Head of Agile Practice (Perm)</b>
	<ul style="list-style-type: none"> <li>Scaled Agile adoption across 120+ teams, increasing delivery speed by 30%.</li> <li>Introduced SDLC/TDLC models to bridge agile and non-agile teams, fostering seamless integration and cooperation.</li> <li>Designed and launched talent programmes that reduced onboarding time by 40%.</li> <li>With 120 engineering reports across multiple disciplines delivery (scrum masters), product, frontend dev (angular), backend dev (php), and qa providing monitoring, coaching, 121s, KPI and performance reviews</li> </ul>
<b>May 2013 – Dec 2013</b>	<b>Carpooling, Agile Coach (Contract)</b>
<b>May 2009 – Sep 2013</b>	<b>Design Infusion, Technical Director (Perm)</b>
<b>Nov 2012 – Jan 2013</b>	<b>UCL, Senior Developer (Contract)</b>
<b>Aug 2012 – Sep 2012</b>	<b>Nottingham University, Senior Developer (Contract)</b>
<b>Nov 2011 – Aug 2012</b>	<b>Kaplan International Colleges, Senior Developer (Contract)</b>
<b>Nov 2010 – Feb 2011</b>	<b>U-Explore, Senior Developer (Contract)</b>
<b>Feb 2010 – Mar 2010</b>	<b>The Open University, Senior Developer (Contract)</b>
<b>Jan 2010 – Mar 2010</b>	<b>Nottingham University, Senior Developer (Contract)</b>

## Education and qualifications

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☑ SAFe Programme Consultant (SPC) – Scaled Agile Inc	☑ Practitioner of NLP – Aha Success
☑ Professional Scrum Master (PSM) – Scrum.org	☑ Prince2
☑ Certified Scrum Master (CSM) – Scrum Alliance	☑ PMP
☑ Master Practitioner of NLP – Aha Success	☑ ITIL

## References available on request

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