# Deirdre McCarthy

## Summary

Project Manager, with strong software/technical background. Seasoned ERP software trainer, implementation and project management, 8 years in ERP pharma manufacturing & supply chain; 15 years ERP implementation and consultancy experience.
Professionally qualified in Project Management (PMP), Business strategic change (MBA), Geographic Information Systems (PgD), Computing Science (MSc).

Strong on consultancy, business & technical processes, stakeholder engagement and business/IT alignment. Seeking an interesting challenge, which will use my existing skills and give me room to grow.

## Experience

### Founder
AllSkills Tech
Jan 2023 - Present (11 months)
Software development setup in Ireland. 2023 products include Arklow Walks; RepairsTracker (jewellery repairs tracking app); PowerUpPoint (Award-winning app for locating EV charge points); Financial Planner (financial literacy education)

### MIS Systems Manager
South East Technological University
May 2021 - Dec 2021 (8 months)
Management and upgrade of 4 MIS systems in the context of organisational restructuring. In this role:
- I created programme and project plans, risk register, meeting structures, project structures.
- I conducted a public procurement for exam timetabling solution c €400K.
- I engaged stakeholders and vendors to define and resolve legacy MIS issues.
- I defined documentation standards and captured MIS software architectures, user processes, and specifications for ERP-Curriculum Mgt integration.

### IT/ ERP Project Manager
Servier
Mar 2014 - May 2021 (7 years 3 months)
I led (mostly ERP) continuous improvement projects in a highly regulated pharma environment with 400+ ERP & related systems users. from Manufacturing, Planning, Quality, Procurement, Sales, Finance, Warehousing and Inventory.
I was also resposible for release control for global CRM/ QM system (CATSWeb).
From 2019 I held responsibity for the Business Intelligence/ Reporting systems
Project Examples:
- I implemented procure-to-pay for small goods purchasing saving €160K p.a.
- I resolved legacy problems with Outsourced Manufacturing WOs; saving Finance & Manufacturing 20 hrs/month and accelerating the year-end process by 30%.
- I worked with MRP team to identify controllable levers within their plan-to-procure processes in the context of global (16-site) MPS

- I produced project plans and documentation e.g. for ERP upgrade 2020.
- I provided ERP user training, support and internal consultancy.
- I developed & maintained Business Intelligence reports for local and international sites (SQL-Server Reporting system),
- I led technical migration from paper- to cloud-based work instructions.
- I upgraded the IT helpdesk call logging/tracking SW solution.
- I worked extensively with vendors in call logging, issue troubleshooting and resolution.

I obtained PMP (Project Management Institute) certification in 2020.

### I.S. Project Leader (Geographical Information Systems)

Wicklow County Council

Nov 2005 - Mar 2014 (8 years 5 months)

I was responsible for specification, installation and embed of software and procedures using rapidly evolving technologies, across Wicklow Local Authority sites:
- I directly managed a small team of 2-5 developers and data coordinators.
- I was responsible for gPlan, ePlan, MapInfo, document scanning, and associated hardware solutions.
- I created data standards and SOPs for spatial data capture & storage.
- I worked directly with senior stakeholders, and initiated a review of property/asset management data and procedures.
- I leveraged new technologies to create structures, procedures and processes to regulate c. €500M property assets (Project budget c. €500K, 3-year timescale).

I achieved an MBA (Open University) in 2010.

### Techncial Project Manager

Elavon, Inc.

Mar 2005 - Sep 2005 (7 months)

In this role I coordinated global project implementations in financial services (credit card processing).

### Director

All Skills Ltd

Sep 2003 - Feb 2005 (1 year 6 months)

In this role:
- I designed & conducted a requirements definition and systems procurement process for Littlewoods Ireland and their ShopDirect subsidiary, and designed technical interfaces to the parent ERP systems.

I studied for an MSc in Computing Science with TU Dublin, conferred in 2006.

### Implementation Analyst

Software Resources, Dublin

Mar 2000 - Mar 2003 (3 years 1 month)

In this role I implemented Oracle JDE solutions at Irish customer sites:
- I led projects (e.g. Celtic Hampers 18 month, EBS Intranet procurement)

- I provided ERP functional implementation to clients (e.g. GSK logistics; Wyeth product costing; Philips RFID warehousing; Ulster Carpets product costing; Irish Sugar customer pricing, Servier Ireland product costing, Banta Global Turnkey logistics)

### (Senior) Implementation Consultant
Marcam Solutions , UK and South Africa
Feb 1993 - Mar 2000 (7 years 2 months)
Marcam was a significant ERP software provider in the 1990's to 2000's. In this role:
- I trained users, configured software, implemented and supported client sites in Sweden, UK, Ireland, SA
- I provided ERP consultancy across UK and Europe
- Developed deep knowledge of brewing, food, pharma, chemical industries
- I created an implementation methodology for Marcams leading-edge ERP solution
- I trained and mentored Marcam and PWC consultants,

### Computer Systems Analyst (UK)
Carlsberg Group
Oct 1989 - Feb 1993 (3 years 5 months)
This was a junior management role in the Carlsberg Group. In this role:
- I implemented PC, Office and networks in south-east England
- I intensively learned business and technical skills
- I implemented and supported Manufacturing (ERP - MES) systems in two Brewery sites.
- I consistently was awarded the top grading in management performance review

## Education

### Project Management Institute
Project Management Professional (PMP)
2019 - 2020
Certified to 2026

### The Open University
MBA, Business
2003 - 2010
The MBA gave me a rich theoretical background to experience gained in business/ERP consultancy.

### University College Cork
Postgraduate Diploma in Geographical Information Systems (Distinction)
2006 - 2007

### Technological University Dublin
MSc Computing Science, IT & Business Strategy
2003 - 2006

The MSc in IT For Strategic Management explored technology as an enabling tool for strategic advancement - Dissertation title: 'Strategic Alignment Considerations for Hosted Enterprise Systems'.

### Joint Educational Board (JEB)
Diploma in Education Practice: IT Skills
2003 - 2004

### British Computer Society
Professional Graduate Diploma
2002 - 2003

### Technological University Dublin
Techncians Dip Computer Science, Programming, systems analysis, business
1985 - 1989

## Licenses & Certifications

**Project Management Professional (PMP)** - Project Management Institute
Issued Jan 2020 - Expires Jan 2026
2702543

**JEB Diploma in Education Practice: IT Teaching skills** - Joint Educational Board

## Skills

Business Process  •  ERP  •  Business Analysis  •  Business Intelligence  •  Requirements Analysis  •  Project Management  •  Business Process Improvement  •  Integration  •  Program Management  •  Software Project Management