# Arden Memphis

**FDM Consultant**

**Profile**

Arden has over 10 years solid IT and Project Management delivery experience working in a large formal Programme Management Office (PMO) within a leading edge global financial services consultancy, PricewaterhouseCoopers (PwC) LLP. He is an exceptional results driven, Senior PMO Consultant and Project Manager with an in-depth understanding of all aspects of Project Management and PMO delivery in the financial services sector and UK government sector on large scale ’mission critical projects/programmes (GMPP)’. A Prince 2 and Agile Scrum Master trained certifiedindividual with PMO delivery experience of high-visability, complex multi million pound IT Software and Business Transformation Programmes involving significant organisation changes and process improvements. Arden has PMO delivery experience in Agile Scrum and Scaled Agile Framework (SAFE) environments.Currently holding valid UK Security Clearnace.

Arden takes a diplomatic approach at stakeholder relationship management. He always thrives indifficult project environmentsand situations where he is leading and is accountable for his own work and managing the work of others to deliver to a wider set of strategic business objectivese thrives. He is well presented with outstanding communications skills. Arden has a sound approach to help solving complex business and technology problems in Projects and Programmes to minimise costs and enhance delivery within the team. He is now looking to utilise his extensive years of Project Management skills and expert experience to make significant contribution to the success of the team and the wider organisation.. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Key Skills**

* **Project Management**

Arden has a proven record of successful full project lifecycle delivery experience from inception to end delivery. Entailing software systems development experience incorporating programme/project planning. Encapsulating requirements analysis, business analysis, design, testing and deployment, benefits realisation, change management, regulatory compliance, RAID management.

Scaled Agile Framework (SAFE) PMO environments and Agile Software Projects delivery experience. Planning experience in product development and prototyping. Working with Product Owners, Service Owners,‘Scrum of Scrums’ teams to deliver against project plans and milestones activities to achieve MVP (minimum viable product).

* **Financial Planning** - Experienced in budgeting and forecasting. Monitoring and controlling large scale spends on projects up to £12m. Reviewing financial reports, investigating cost discrepancies with finance directors and commercial staff to minimise spend.
* **Problem Solving & Decision Making** – Arden is a creative problem solver in challenging situations. Investigating and developing solutions by working across departments and teams. Consulting and engaging senior management and key stakeholders along the critical decision stages. Creating and evaluating practical solutions options based on costs, business benefits, complexity and the speed implementation. Whilst managing risks, constraints, benefits generated - value and efficiency savings achieved in implementation of selected solution for the client and their department and organisation.
* **Leadership & Teamwork Skills** – Arden is fully comfortable managing, leading staff and teams of various sizes to deliver to their optimum capacity to meet wider department strategic goals. Setting clear objectives and boundaries of deliverables for packages of work to ensure synergy across delivery. Coaching,empowering and motivating team members tomaximise their performance. Enhancing the quality of output in delivery by providing the necessary support to staff to meet critical challenging goals.
* **Stakeholder Relationship Management** – Arden has extensive experience in senior stakeholder management. Engagement experience up to Director level through the entire project life cycle in culturally challenging business environments. He has excellent negotiating and influencing skills in challenging situations. By building strong working relationships with stakeholders at all levels he understands their sphere of influence and business goals and priorities in an organisation structure
* **Communication Skills** – Arden has proven ability to clearly communicate and present confidently to all levels of stakeholders in his work. He works well with both technical and business audiences to ensure complex information is broken down so informed management decisions can be made.
  + **Technology Tools Knowledge**
  + **Business Applications** : MS Outlook, MS Office, MS Project, MS Access, MS Visio, MS PowerPoint, Lotus Notes.
  + **OS/Programming Language** : Windows 7,8,9, 10, Vista, XP, Solaris, Linux, Java, C++, C, VB, HTML, SQL, .NET, XML , SAP.
  + **Tooling :** JIRA ,Confluence, MS Project.

**Employment History**

**UK Home Office, Croydon, London May 2017 - January 2019**

*Senior PMO Consultant, Programme Management Office (PMO)**Digital, Data and Technology - Immigration IT Portfolio, IE STS PMO*

**Assignment (2) : STS Programme, IE STS PMO**

* Arden led on multiple key roles in the PMO for his client in the Programme delivery and implementation of a £50 million, complex Agile Scrum based system embeded into Prince 2 Framework.
* He made a significant contribution in important areas to the delivery and implementation of a software system for managing and monitoring FNO (Foreign National Offenders) and development of the operations service. The programme is a key manifesto pledge commitmment for the UK Conservative Government.
* **Principal Programme Planner**

*Key Achievements*

* Delivered ‘Executive Board and Programme Delivery Boards’ updates aiding strategic programme management decisions.

Enabling the wider business transformation planning activities against departments IE Transformation 2020 Vision Road Map.

* Ensured critical dependencies across a number of interconnected workstreams with associated risks were succesfully managed based on programme delivery goals (timelines, scope and budget).
* Development and delivery of the ‘critical path’ for the Programme.
* Ehanced the effciency of delivery by implementing Agile Scrum process in the STS Programme. Delivered training for HO staff in the foundation knowledge of Agile Scrum based delivery. Setting up Trello board tooling for Agile Scrum delivery.

*Key Responsibilities Included*

* Successfully managed and led the development of ‘Level 1 & 2’ Programme wide plans to meet timelines, budget & scope goals.
* Proficiently presented, conducted and led discussions on key topics affecting the Programme delivery in the *Monthly Senior FNO Delivery Board*, *Weekly Team Meetings* attended by Workstream Leaders and key Senior Business stakeholders.
* Provided in depth critical analysis and information to Senior Management (Programme Director,Programme Manager) on significant changes of activities against critical milestones; impacting business objectives, timescales, budgets that may need governance approvals and steer on.
* **RAID (Risks, Assumptions, Issues, Dependencies) & Assurance Manager**

*Key Achievements*

* Successfully management reporting to Programme Senior Oversight Board of monthly ‘Top Risks’ which pose a risk to delivery and potential to impact wider interconnected departmental transformation programmes and IE Road Map Vision for 2020.
* Investigated and identified a number of new significant risks that could impact negatively the STS Programme delivery timelines. Managed the development of suitable mitigations plans through analysis workshops, wider review and consultation.

*Responsibilities Included*

* Held full accountability for management of RAID (Risks, Issues, Assumptions and Dependencies) across the wider STS Programme reporting to Programme Director.
* Chaired and led monthly RAID Workshops analysis and discussions. Contributing positively into critical programme decisions.
* Performed active RAID Management to ensure key deliverables, scope, costs and project timelines were maintained to schedule.
* **PMO Governance and Reporting Manager**

*Key Achievements*

* **Established a new Business Change PMO.** Arden was instrumental in the establishment of a new Criminal Caseworking PMO to work in parallel to absorb business change requests for the programme. Recognised by the Senior Management for his delivery of this crucial piece of work.

*Key Responsibilities Included*

* Delivered critical monthly PMO programme reporting activities accuartely using analytical skills in a timely manner.
* Investigating and gathering accurate up to date data from a wide range of sources (technical reports, project documentation, decision-actions log, programme board meetings notes, engaging with Workstream Leaders, Programme Manager to deliver reporting actvities..
* Performed ‘**Dashboard Reporting’ for Senior Programme Oversight Board** - highlighting key critical areas of concerns and next steps and aided strategic management decisions and governance approvals.
* Produced the monthly ‘**PPD (Programme and Projects Delivery) Report’** for central UK Government Cabinet Office Investment Committee for Major Programmes. Requiring direct involvement and approval by the SRO Executive Director/Programme Director.

**Assignment (1) : Digital, Data and Technology - Immigration IT Portfolio**

* Working on client site within a Scaled Agile Framework Enviornment (SAFE) Software Programme delivery enviornment within the PMO for a GMPP encompassing 80+ projects delivery worth £250 million for Immigrations Platforms Technologies.
* The Programmes objectives is to develop a number of critical core new software applications systems and re-engineeer business services. Covering the digitisation of Visas’, UK settlement for foreign nationals and development of asylum applications caseworking systems. Programme delivery involved business process enhancements with the aim to replace disjointed inefficient legacy sytstems. *The IPT Programme has generated revenue and benefits worth in excess of £1 billion pound for the UK Government Treasury.*

*Key Responsibilities Included*

* Arden performed multiple roles in the PMO covering RAID, Governance, Planning monitoring programme delivery to Road Map.
* To secure future government funding from Cabinet Office HMT and independent veriffication of the Programmes meeting GDS (Government Digital Standards) he conducted Immigration Platforms Techonologies (IPT) Programme Assestment Review (PAR) 2017, delivered the Project Assurance Plan which was monitored by the Executive Board and Senior Managment.

*Key Achievements*

* Major Award in Home Office : The IPT PAR 2107 delivery team won the ‘crown of amazement award**’** for the delivery of this piece of work. Recognised by the Executive Directors/Senior Management Team (SMT) for delivering a complex and challenging peice of high profile work successfully.

**Equity Market Trader, Wealth Manager (Business Entrepreneur) January 2011 - January 2016**

**PricewaterhouseCoopers (PwC) LLP, London, UK October 2000 - December 2010**

*Senior PMO Consultant, Project Manager, Programme Management Office (PMO) Global Technology Solution (GTS)*

Over the 10 year period Arden was directly involved in the delivery of a number of ‘high-profile’ Programmes and Projects in the firm.

Successful Projects & Programmes implementation delivery in PwC, which he has been directly involved in are (i) Global UK B2E Portal Websphere Programme ( 2010), (ii) PwC IT Simplification Programme (2008), (iii) CRM (Customer Relationship Management) (2004).

**FDM Training**

FDM Academy covering the following modules:

1. Professional Skills

2. Software Development Lifecycle

3. Excel

4. Financial Industry Awareness

5. Business Analysis

6. Prince2 Project Management Framework

7. Project Management Tools and Scum / Agile Workshop

**Professional Qualifications & Awards**

Certified Agile Scrum Master **All April 2017** Prince 2 Foundation

Holding valid ‘UK Security Clearance’ until 12/04/2022

**Education**

M.Sc. (Hons) Computer Science – Generic university **1999 - 2000**

B.Eng. (Hons) Aeronautical Engineering – Generic University (QMC) **1994 - 1997**

Other languages : Basic French, Fluent Bengali

**Hobbies and Volunteering**

Arden is a keen team sports player who enjoys keeping fit. He actively plays a wide range of sports including badminton, tennis, football, table tennis and snooker. He is a member of a Badminton Club who play regularlyn the weekend. He has interests in global equity markets, finance, currencies, commodities. Also latest technology trends and current affairs. He regular follows financial news on Bloomberg, CNBC, Reuters and FT to keep up to date with global business and technology trends.