Curriculum Vitae

[CANDIDATE NAME]

[Address Line 1]

[City, State/Province, Postal Code]

[Email Address] | [Phone Number] | [LinkedIn Profile]

**Professional Summary**

Accomplished digital delivery and integration leader with over 25 years of experience managing complex, multi-vendor technology projects across transport, public sector, utilities, telecommunications, and financial services. Demonstrated expertise in end-to-end 3rd party digital delivery, procurement, and contract management within highly technical product environments. Proven track record of leading multidisciplinary teams, building strong stakeholder relationships, and delivering innovative digital and payment solutions. Adept at managing budgets, shaping business cases, and implementing operational processes to drive successful project outcomes. Recognized for adaptability, proactive leadership, and the ability to influence and negotiate at all organizational levels.

**Core Competencies**

• 3rd Party Digital Delivery • Procurement & Contract Management • Stakeholder Relationship Management • Digital Transformation

• Agile Project Management • Budget Tracking & Financial Oversight • Operational Process Documentation • Dashboard & MI Creation

• Product Environment Leadership • Vendor & Supplier Management • Presentation & Business Case Development • Negotiation & Influencing Skills

**Professional Experience**

DIGITAL CHANNELS & PAYMENTS DELIVERY LEAD

Transport for London

Jun 2023 - Present

• Led the development and implementation of integration standards for a road user charging platform on Azure Stack, utilizing Azure Integration Services (AIS) to connect applications, data, and services across cloud and on-premises environments.

• Published interface specifications for third-party debt recovery agencies, ensuring seamless data exchange and compliance with regulatory requirements.

• Developed and deployed a single sign-on platform integrating Oyster and TfL systems, enhancing user experience and security.

• Introduced direct debit capability and integrated a payments platform with the road user charging system, ensuring robust and secure transaction processing.

• Managed and coordinated teams responsible for the development, testing, and deployment of payment and digital channel solutions, leveraging AIS to streamline integration processes.

• Ensured all integrations and developments adhered to relevant data integration standards and protocols to maintain data interoperability, compatibility, and quality.

• Oversaw 3rd party supplier relationships throughout the project life cycle, including contract management and procurement activities.

• Collaborated with stakeholders and commercial teams to shape business cases and operational documentation.

INTEGRATION DELIVERY LEAD

UKHSA

Jan 2021 - Dec 2022

• Led multidisciplinary teams of over 50 professionals to deliver solutions supporting COVID-19 logistics operations within a GDS framework.

• Managed integration development and operations pipeline utilizing Mulesoft, VBA, Power Apps, and Power BI, delivering solutions to enable government targets for Lateral Flow Device distribution.

• Transitioned supply chain capability from Power Apps and Excel to robust strategic alternatives, enhancing operational resilience.

• Delivered multiple integration layer projects spanning Salesforce and Oracle platforms, and implemented managed file transfer capabilities for secure supply chain data exchange.

• Managed Integration and MI teams to deliver both point and strategic solutions, maintaining healthy operation of COVID response platforms.

• Supported development teams with estimation and testing processes to improve output quality and pipeline management.

• Managed 3rd party developers, external consultants, and solution vendors, ensuring effective contract and relationship management.

• Developed dashboards and operational process documentation to support ongoing delivery and reporting.

DIGITAL PROJECT MANAGER

Transport for Wales Rail Services

Mar 2020 - Dec 2020

• Managed digital transformation programme, including delivery of Transport for Wales’ mobile app and data store platform, coordinating contributions from 11 suppliers and internal stakeholders.

• Led agile project management activities, including backlog prioritization, product ownership, and agile ceremonies.

• Developed MVPs and secured senior stakeholder buy-in to deliver business priorities.

• Utilized Jira for sprint metrics, burndown, and business MI to monitor third-party progress against objectives.

• Oversaw 3rd party supplier relationships and contract management throughout the project life cycle.

• Produced operational process documentation and contributed to business case development.

DELIVERY MANAGER/PROJECT MANAGER

Npower Digital

May 2019 - Dec 2019

• Managed migration of mobile middleware platform to AWS cloud provision and decommissioned Oracle RightNow CRM, splitting provision between cloud service provider and CMS-hosted content.

• Directed cross-functional teams (UI, UX, Developers, Testers, Copywriters) to deliver new features for web and mobile apps.

• Managed workflow through squads, ensuring deliverables met the definition of ready before sprint commitment.

• Prioritized backlog with product owners, coordinated release management, and managed test reporting and defect tracking.

• Provided stakeholder management, directing clients on active product ownership and supporting development teams with estimation and testing.

• Managed 3rd party developers and solution vendors, overseeing procurement and contract activities.

DELIVERY MANAGER/PROJECT MANAGER

Npower Digital

Jul 2017 - Mar 2019

• Managed migration of mobile middleware platform to AWS cloud provision and decommissioned Oracle RightNow CRM, splitting provision between cloud and CMS-hosted content.

• Directed multidisciplinary teams to deliver new features for web and mobile apps, managing workflow through agile squads.

• Prioritized backlog, coordinated release management, and engaged in stakeholder management and client direction.

• Supported development teams with estimation, testing, and pipeline management.

• Managed 3rd party developers and solution vendors, ensuring effective contract and relationship management.

• Served as Scrum Master for the mobile delivery team.

MOBILE DELIVERY CONSULTANT

B60 Mobile Consultancy and Digital Agency

Apr 2017 - Jun 2017

• Managed a team of developers, project managers, and UX experts to deliver a range of digital products.

• Conducted backlog grooming and ensured items met the definition of ready.

• Provided consultancy on processes and configuration to increase work quality and throughput.

• Configured and set up Jira instance, integrating service desk, Confluence, and Jira software into business processes.

• Removed bottlenecks and developed streamlined processes from sales through to delivery and support.

PROJECT DIRECTOR

C3UK

Mar 2016 - Mar 2017

• Managed the development of a transport app as part of a government-funded innovation programme involving universities and a telecoms provider.

• Instantiated agile practices, moving the business to fortnightly and later weekly sprints.

• Managed multiple digital workflows, backlog features, and squad delivery to ensure product releases each sprint.

• Monitored velocity, balanced Kanban and sprint workflows, and introduced agile toolsets including Jira.

• Coordinated bid preparation and management for new business ventures, running workshops to capture requirements and guide product development.

PROJECT MANAGER

National Grid

Jan 2015 - Mar 2016

• Delivered mobile applications within the SAP Mobile platform landscape, introducing agile methods for project delivery and training team members.

• Developed core services and processes for device self-provisioning and application support.

• Managed delivery of two mobile applications for field force asset monitoring and performance improvement.

PROGRAMME/PROJECT MANAGER

Royal Bank of Scotland

Apr 2013 - Dec 2014

• Managed agile delivery of multiple RBS mobile apps, including regulatory and containerized applications.

• Oversaw delivery of web-based applications for regulatory compliance and established MI benchmarks for the Colleague Mobile Programme.

• Integrated analytics into 24 apps and instituted MI reporting regimes.

• Initiated RFI/RFP processes and vendor selection for product development.

PROJECT MANAGER/DELIVERY MANAGER

First Group – UK Rail Division

Oct 2010 - Feb 2013

• Managed mobile applications factory, wrote IT strategy for digital customer engagement, and conducted cost modeling for franchise bidding.

• Established agile project management practices for digital portfolio delivery.

• Managed onshore and offshore agencies to deliver mobile applications for multiple platforms.

• Trained personnel across four businesses in mobile application deployment and support.

• Oversaw delivery of The Trainline multiplatform mobile application and contributed to requirements analysis and workshops.

• Prepared RFIs and RFQs for digital initiatives, including wifi on rail and mobile device management.

PROJECT MANAGER

Storywall

Dec 2009 - Jun 2010

• Managed end-to-end delivery of a social media application and website for smartphones.

• Led agile project management, product iteration definition, and selection of outsource partners.

• Developed requirements through whiteboarding and prototyping.

INTERIM CONSULTANT

Vodafone Global Enterprise

Sep 2008 - Oct 2009

• Defined, developed, and rolled out Vodafone Global Enterprise’s industry solutions internationally.

• Delivered handset-based products for banking and pharmaceutical industries, integrating them into sales and operational processes.

• Managed data protection and information governance, and implemented cloud computing paradigms.

• Led business process improvement across legal, finance, commercial, and marketing functions.

INTERIM TECHNICAL PROJECT MANAGER

Acision

Aug 2007 - Jul 2008

• Managed three engineering teams across international locations to deliver a new messaging platform.

• Oversaw integration of multiple project streams using agile and waterfall methodologies.

• Negotiated staff allocation and maintained delivery schedules while managing scope changes.

PROJECT MANAGER

France Telecom Research & Development

Jun 2005 - Jun 2007

• Developed research themes and managed projects for new initiatives.

• Provided specialist consultancy on technical areas, including broadcast and standardization.

• Managed Orange’s strategic input into standards bodies.

PROJECT MANAGER RESEARCH AND INNOVATIONS

Orange PCS

Jan 2002 - Jun 2005

• Provided consultancy to Orange partners, managed university and partner company relationships, and led research contract negotiations.

RESEARCH AND DEVELOPMENT ENGINEER

Orange PCS Research and Innovation

Jul 1997 - Aug 2001

• Conducted research and development in telecommunications, collaborating with cross-functional teams to innovate new technologies.

• Designed and tested new products and services, contributing to mobile communication advancements.

• Supported implementation of research findings and participated in technical discussions and documentation.

**Education**

BEng (Hons) Electronic and Electrical Engineering

Manchester Metropolitan University

1993 - 1997

**Certifications**

• PRINCE2 Practitioner Certified

• Certified Scrum Master