


<b>Tom Foley</b> 	<b>Phone Number:</b> +353 87 699 3417 <b>Address:</b> Yellow Gap, Termonfeckin, Co. Louth, Ireland.	<b>Email:</b> <a href="mailto:foleytom2010@gmail.com">foleytom2010@gmail.com</a> <b>Linkedin:</b> <a href="https://ie.linkedin.com/in/tom-foley-8930a41b">https://ie.linkedin.com/in/tom-foley-8930a41b</a>
<b>PERSONAL PROFILE</b> Strategic Management Professional with global experience in senior management roles with multinational companies. Highly qualified with master's degrees in business and Information Technology. Track record of driving value add and change programs.		
<b>Capabilities</b>	<b>Qualifications</b>	
<b>Competencies.</b> Change Management. Operational restructuring. Strategic Partner development. Solutions design, Risk and Security, Data Analytics, Web Design, eBusiness.	<b>MSc in Electronic Commerce Business.</b> Dublin City University. <b>Master's in Business Administration, MBA.</b> University of Ulster. <b>Diploma in Computer Programming.</b> Trinity College, Dublin. <b>Certificate in Marketing.</b> Marketing Institute of Ireland. <b>Certificate in Electronics.</b> Waterford Institute of Technology.	
<b>Operational.</b> Supplier Relationship Management, Program Management, Service Delivery, Business Support, Bid and Proposals, Account Management, Business Development.		
<b>Technology.</b> Google Analytics, Tableau, Advanced Excel, Java, R Studio, Gephi, Big Query, Canva, Microsoft office, SEO, Network Analysis.		

<b>PROFESSIONAL EXPERIENCE</b>	
<b>Program Manager – APTIV</b>	<b>From Feb 2022 to Date</b>
<p>Working in Supply Chain Management, Labour and Statement of Work Categories. Global management team with \$200M spend.</p> <ul style="list-style-type: none"> <li>• Contract Management</li> <li>• Business Case, new strategies</li> <li>• Fieldglass system and process oversight</li> <li>• Process design and deployment</li> <li>• Reporting and analysis</li> <li>• Supplier management</li> </ul>	
<b>Year out - Full time study at Dublin City University, (2020 to 2021)</b>	
MSc in Electronic Commerce Business. Graduated 2021.	
<b>Management Consultant</b>	
<b>Self employed</b>	<b>From 2015 to 2020</b>
<b>Significant client projects.</b>	
<p><b>Managed tender proposal process</b> end to end from lead qualification to full proposal and client presentation. For contact centre and agency staffing clients, about 30 proposals in all. Monitored etenders for opportunities, qualifies opportunities and facilitated the bid or no-bid decision. Bid and proposals on behalf of client for Irish Government bodies and global IT and Financial clients.</p>	
<p><b>Developed a framework to automate service delivery</b> for call centre client, 2019. On behalf of client I studied the forces that will drive future call centre solutions, (market forces, generational forces, and technology advancement). Subsequently determined from industry intelligence that solution centre need to focus on customer experience, be always on and support an omnichannel environment.</p>	
<p><b>Strategic account management.</b> Acted as account manager for a global client, of my client. Managed an account of approximately \$30M in value. My client operated services from sites in Ireland, Central Europe, and North Africa. Managed client relationship, reporting, pricing, and change. Managed all bids and proposals and completed projects for business growth and to drive economies in existing operations. Responsible for all executive level engagement and responsiveness to the end client's global programs. Time period 2017 to 2020.</p>	
<p><b>Developed business cases</b> for operations expansion in Eastern Europe and the Middle East. On behalf of 2 separate clients I analysed the contact centre environment in Eastern Europe and the Middle East and presented strategic options. Focussed on operating environment, legal and business structure, culture politics and security, cost, and sustainability.</p>	

**Service offerings.** Developed, documented, and consolidated the service offering for a recruitment and staffing company. Organised the services in a tiered structure with clear deliverables and pricing. Removed ambiguities and streamlined the vocabulary so all client engagement people could articulate the company's offerings. Remodelled the operating structure into a demand/fulfilment model where sourcing was done by competency groups who fulfilled the demand source by client relationship managers. Time period 2016.

## **Hewlett Packard**

### **Supplier Relationship Manager**

**From 2005 to 2015**

- Manage service providers for the HP End User Services business in EMEA with a spend of \$100M annually. Develop and evolve supplier delivery strategy to achieve best in class quality and cost. Select suppliers, ensure risk managed, conclude contracts, establish and sustain the supplier.
- Led the business through a comprehensive design of supplier engagement model which resulted cost saving, improved quality, and efficiency.
- Implemented performance centric governance over suppliers which delivered sustainable high-quality service and continuous cost reduction.
- Developed a supplier relationship management model which ensured continuous commitment, support, and investment from supplier.
- Transformed the supply chain to reduce supplier count and allocated 90% of spend to 3 strategic suppliers.
- Deployed service delivery model which became accepted in HP as best practice and is being replicated globally.
- Provided guidance and support to wider HP Infrastructure Technology Outsourcing organization to implement similar solutions.
- Made important contribution to 50% growth in business volume and acquisition of new clients.
- Developed lower cost service offerings.
- Drove year on year cost reduction through operational performance analysis and optimization.

## **Hewlett Packard**

### **Business Operations Manager**

**From 2002 to 2005**

Manage the business support function for HP Global Service Desk. Responsible for operational and management reporting, business analysis, financial reporting, capacity planning and operational efficiency. Support sales pursuits with pricing and service design, and client engagement.

## **Compaq**

### **Service Delivery Manager**

**From 2001 to 2002**

Manager of Service Desk to support French language for Compaq products for clients under warranty and service. Manage relationship with internal and external clients.

- Managed team of 150 support specialists.
- Completed the integration of Compaq and former Digital Equipment team into one organization.
- Transitioned part of the support model to 3<sup>rd</sup> parties.
- Established stable service levels across the team.

## **Additional relevant experience**

**Compaq**, Business Operations Manager

From 1999 to 2001

**Industrial Design Corporation**, Program Manager – Business Development

From 1996 to 1999

**ABB**, Engineering Services Manager, Project Manager

From 1987 to 1996

**Floating Point Systems**, Test Engineer

From 1982 to 1987