

PAUL BRIAN FRIEL

97 Boulter Road, Picket Twenty • Andover, United Kingdom SP11 6TN
07738 708514 • paul.b.friel@me.com

SOFTWARE DEVELOPER / PROJECT MANAGER

An accomplished, versatile and results-driven professional with a proven track record in driving IT projects and increasing revenue, ultimately benefiting the company bottom line. Very comfortable working with subject matter experts and key stakeholders to leverage their knowledge and passion to achieve process change. Now pursuing a career change. Enrolled as a Full Stack Developer student with The Code Institute. This change is driven by a fascination in how software is created and exceeding user expectations. Ambition is to start a software developer career at associate level to share existing front-end skills in HTML5, CSS3 & Javascript. Enjoys solving problems in a team environment, through leveraging legacy knowledge of Six Sigma, Prince 2 & ITIL. Big appetite for continuous learning and development, through personally funded training and very much welcome additional company training to help support a new Software Developer career.

AREAS OF EXPERTISE

Project Portfolio Management • Operational Leadership • Project Planning • Team Building
HTML5 • CSS3 • Javascript • GitHub • Heroku • Python • Data Visualisation • Data Analysis
Stakeholder Engagement • Business Process Analysis • Six Sigma • Continuous Process Improvement
Budgeting & Finance • Commercial Operations • Staff Coaching & Development • Reporting

PROFESSIONAL EXPERIENCE

LLOYDS BANKING GROUP, Andover, United Kingdom • 2017- 2018

\$39.6 billion global leader in Retail Banking, Commercial, Life, Pensions & Insurance and Wealth & International.

Project Manager (Digital Operations) - Contractor

Providing project management support for a portfolio of Identification and Document Verification projects, as part of an overall drive to increase the Banks' digital footprint. Improve the customer journey through removing non-value add processes, reduce paper documents and to realise automation. Oversee the full lifecycle for projects, ensuring outstanding delivery of all project milestones. Create and deliver project plans, provide impact analyses, and work closely with all affected Business Stakeholders.

Selected Achievements:

- Reduced data capture requirements for opening Current & Savings accounts realising 10 FTE saving
- Accelerated cycle time for opening European Bank Accounts by 2 months, on average
- Subject Matter Expert for Credit Card Fraud

ACCENTURE, London, United Kingdom • 2008-2016

\$32.9 billion global leader in professional services spanning strategy, consulting, technology, and operations.

Network Services Commercial Operations Lead

Provided key leadership and strategic direction over commercial operations of the network services department, overseeing central infrastructure management for a total of 2,500 users – and coordinating all aspects of technology management, IT finance, and network operations. Defined core global standards for organisational programmes and processes, including driving user adoption and implementation. Governed financial planning, reforecasting, and global capital and budgeting. Introduced core processes spanning financial reporting. Contributed to organisational forecasting, planning, budget reporting, variance reporting, and 5-year business forecasting. Handled stakeholder engagement and communications. Promoted an environment of continuous financial improvement. Supervised, trained, and mentored 14 cross-functional, internationally distributed personnel.

Selected Achievements:

- Delivered 100% on time and in alignment with expectations for all annual budget baseline and reforecast events, leveraging skilful leadership, planning, and stakeholder engagement.
- Generated \$44 million in cost savings for FY15 against a \$10 million target through execution of a rate card, technology cost, and payroll cost optimisation initiative. Consistently drove annual cost savings.
- Facilitated new business wins by engineering a 31% drop in cost activity rates for FY15.
- Launched \$200,000 specialist certification training programme, elevating metrics for performance.

- Coordinated periodic major technology refresh events and adhered to Capital asset depreciation cycles
- Simplified determination of rate of exchange impact to countries outside of the USD primary currency exchange by overhauling the financial planning process to integrate reporting on local currency.
- Guided career progression for all team members, nurturing personnel to attain at least one promotion.

GLAXOSMITHKLINE (GSK), London, United Kingdom • 2006-2008

\$23.9 billion market leader in global healthcare and scientific research in pharmaceuticals, vaccines, and consumer health.

R&D Finance Project Manager

Delivered expert leadership support for a portfolio of R&D Finance projects, with the goal of advancing cash flow growth and R&D investment – bringing a clear focus to value creation in advance of market shifts drastically affecting market share and current pipelines. Oversaw the full finance lifecycle for projects, ensuring outstanding delivery across all milestones from funding to procurement to asset inventory management. Prepared project plans and scope, conducted impact analyses, and collaborated across business units on strategy

Selected Achievements:

- Directed a 6-month feasibility study for SAP implementation, spanning a full business health check on all processes, hardware, software, licensing, vendors, asset inventory, cost, benefit, and migration risk.
- Cut capital asset write-off from \$36 million to \$20 million by conducting a deep cleanse of capital asset inventory, with assets reallocated for re-use, re-sale, and de-duplication.
- Drove \$2 million in savings by optimising finance processes, including month-end processes – significantly reducing excessive labour and waste, eliminating process defects, and improving inventory.
- Expanded organisational knowledge of Lean Six Sigma principles and fostered culture change through in-depth coaching and training presented to R&D project management teams and senior leadership.

ZURICH FINANCIAL SERVICES, Fareham, United Kingdom • 1989-2006

\$2.9 billion global multi-line insurer operating in 170 countries; serves both individuals and corporations.

Operations Project Manager

Programme support for launch of a new European Sales & Service Contact Centre, with involvement in strategic planning, key milestones, stakeholder engagement, and time and cost risk management. Took an instrumental role in shaping and presenting European workshops to define and present work packages to operational leads in Barcelona, Frankfurt, and Zurich. Liaised with external partners Accenture and Telefonica on business requirements documentation. Provided matrix leadership of 15 team members.

Selected Achievements:

- Established formal terms of reference for Accenture and Telefonica's support for pilot launch of a new Sales & Service Centre; managed business and legal sign-off for the business requirements document.
- Created unity and harmonisation on a major pan-European project by providing exceptional business knowledge and expertise to facilitate project delivery.

ADDITIONAL ROLES

Earlier roles with Zurich Financial Services include Consultant, Team Manager, Lead Process Analyst, Business Analyst and Technical Audit & Quality Control Officer. Details on request.

EDUCATION & PROFESSIONAL DEVELOPMENT

CMI Level 7 Certificate in Professional Consulting
Certified Six Sigma Black Belt
PRINCE2 Practitioner
ITIL Foundation Certificate in IT Service Management
NCFE Advanced Award – Facilitation Skills & Workshop Design
Diploma – Full Stack Developer (expected finish Nov'19)
A-Levels: Economics & Statistics – Northampton Trinity School

PROFESSIONAL AFFILIATIONS

Member, The Institute of Consulting (IC)
Associate Member, The British Computer Society (BCS)
Student Member, The Chartered Management Institute (CMI)
Student Member, National Union of Students (NUS)