

James Gallacher FBCS

CTO Operator and Retail Services at Brightstar Corp.

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Summary

An executive level Information Technology and business change director with extensive business and commercial acumen and proven capital/operational budget management. Strong commercial awareness, works closely with business directors to align digital strategy, Information technology and change portfolios to business need.

Instrumental in the design, development and delivery of cloud solutions for omni-channel clients in both B2B and B2C enterprises. Significant revenue streams created with true value added operational efficiency across all corporate departments.

Demonstrable programme and project management experience on large capital projects and complex transformational change with the innate ability to focus on the outcomes and maximise the benefits.

Recognised by peers, management and teams as a delivery focussed performer across revenue generation programmes, operational excellence and efficiency engagements, as well as risk and fraud mitigation projects.

A dynamic and visionary leader who takes pleasure in the development and mentoring of talented teams.

An industry aware professional who aligns with best practice for the implementation of regulatory compliant requirements for many industry sectors.

Specialties: Digital Transformation, Enterprise Software Platform Design and Delivery, IT Strategy, Business Transformational Change, IT Service Management, Service Delivery, International IT Infrastructure Operations Management, IT Procurement and Budget Planning, Enterprise Systems Programme and Project Management. Acquisitions and Divestment Diligence.

Experience

CTO Operator and Retail Services at Brightstar Corp.

September 2016 - Present (7 months)

Director at Omniroot Limited

February 2013 - Present (4 years 2 months)

Omniroot Limited provide interim management for CIO/CTO and Senior ICT and Digital professional engagements with extensive experience in the creation and execution of Information Service Strategies and transformational change programme management.

Extensive experience in Retail, Financial Services, Manufacturing, Mobile Cellular, Data and Software Services.

Chief Information Officer (CIO) at Cabfind.com

January 2014 - June 2016 (2 years 6 months)

Cabfind are market leaders in the provision of ground transportation services to some of our UK's largest industry customers. With the most extensive network of fleet services reaching over 120,000 cars the organisation leverage the latest technology to provide an unrivalled transportation service with 24x365 customer service and centralised fully managed logistics.

Executive director responsible for the digital and information strategy for the group as well as operational management of our managed services solution. Currently designing and building the next generation of ground transportation services in conjunction with our industry partners and customers.

CIO and Operations Director at Transactis

October 2009 - October 2012 (3 years 1 month)

Executive director at Transactis responsible for Information Strategy, Technical Architecture and Data Operations for this dynamic marketing and fraud services business. Leading new product design and build on a unique set of services to be launched later this year using technology under pinned by customer behaviour to drive sales, mitigate risk and reduce fraud in real time.

Director IT and Business Change at Intrum Justitia

April 2008 - October 2009 (1 year 7 months)

ICT and Business Change Director for Intrum Justitia Europes leading Credit Management Services Organisation. Responsible for IT Strategy, Business Transformational Change and IT Service Operations for the UK and Ireland.

Associate Director IT at Caudwell Group (Phones4U Group)

February 2003 - December 2007 (4 years 11 months)

IT Service and Operations Director responsible for the provision of IT Service Management, Support and Delivery for the fastest growing Cellular Retail, Insurance, Web and Direct Sales organisation within the UK.

Global IT Director at McLaren Software

August 2001 - December 2002 (1 year 5 months)

Global IT Director for software and technology services company setting ICT strategy and provision of operational services to international locations supporting consulting practice, global salesforce and software development professionals.

Head of IT (Retail) at O2 (Telefónica UK)

1999 - July 2001 (2 years)

Part of the executive team for O2 (Formerly BT Cellnets) first UK Mobile Retail Cellular presence setting the ICT strategy and managing the day to day operations of over 248 retail locations. Managed acquisition of 2 mobile entities into retail chain before re-branding to O2 on high street.

Head of IT at DX Communications

1997 - 1999 (2 years)

Provision of IT Strategy and Business change at one of the UK's fastest growing Retail companies. Implemented Europe's first Retail Intranet across 200+ stores.

Head of IT Europe at International Components Corporation

1994 - 1997 (3 years)

6TH Employee at this European start up manufacturing organisation. From brown field site to production in 12 working weeks. International IT Infrastructure with links to Chicago Administration HQ, China and Mexico Manufacturing plants and customers in Germany, Spain and France. \$0 to \$40million in 3 years.

Systems Engineer at Systems Reliability Scotland Limited

1991 - 1994 (3 years)

Implementation engineer for enterprise networking, global communications, voice processing and software solutions.

Skills & Expertise

IT Strategy

Service Delivery

IT Service Management

IT Management

Change Management

Program Management

Outsourcing

Business Process Improvement

People Management

Vendor Management

Business Transformation

ITIL

Stakeholder Management

IT Governance

Security

IT Operations
Contract Negotiation
Negotiation
Agile
Mentoring
Business Management
Agile Methodologies
Project Management
Project Delivery
Leadership
Software Development
Enterprise Architecture
Solution Architecture
Cloud Computing
IT Outsourcing
ERP
Business Strategy
Enterprise Software
Service Management
Infrastructure
Information Technology
Disaster Recovery
Data Center
Business Continuity
Management
Governance
Strategy
Business Analysis
PRINCE2
Coaching
Project Portfolio Management
Team Management
Business Development
Process Improvement
Mobile Devices

Education

Napier University

BSc, Computing, 1985 - 1990

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35 people have recommended James

"James is a tireless leader who really does have the energy, skills and experience to make things happen at the strategic level, not only that, but a good man to work with and a pleasure to know."

— **Leon Etherington**, worked directly with James at Omniroot Limited

"Unique is an overused word but I have NEVER worked with anyone like James. Collaborating on a hugely important digital transformation project his insight, experience and skills have given us a brilliantly unfair advantage. IT guru. Solutions magician. People champion. Tech geek and all round mr-nice-guy. James get results by being smarter, better read, and thinking faster than everyone else. Sheffield Hallam's loss is Cabfind's gain. We always knew you'd leave us James... but its still not fair!"

— **Terri Gibson**, worked directly with James at Omniroot Limited

"James is the real deal. From the moment I met James I knew he was an individual who would do what he said he would do and to date he has delivered exceptionally well in a complex and challenging environment. His technology expertise is underpinned by great people skills which enables him to rapidly resolve technical as well as people challenges. He is brilliant at adapting and evolving to the environment he is placed and delivers excellent results fast. James is high energy, motivated, and an entrepreneurial individual who takes pride and pleasure in mentoring, managing and leading talented teams and in addition he is great fun to be around."

— **Chris Dunn**, was James's client

"James is a visionary, a leader and a man of integrity. I also believe James is one of those rare IT executives that can truly identify and drive business value through the appropriate use of people, technology and process. My time working with him was both challenging and rewarding, and I'm honoured to have been accepted into his senior team. I wouldn't hesitate to work for James again and I believe that to be the case for the majority of his team. James creates a challenging environment that seeks measurable improvements. He also recognises the latent strengths in his people and provides opportunities for them to seek out and reach their potential. His belief in people and his strong leadership style earns him the respect and loyalty from his team. All round a great guy and a pleasure to work for."

— **Nick Allen**, worked indirectly for James at Transactis

"James is an outstanding IT professional. He is both innovative and has excellent attention to detail. He demonstrates huge commercialism in all that he does and is a highly skilled executive as well as being a pleasure to work with. He possesses excellent people management skills and was respected by all."

— **Gary Nolan**, worked directly with James at Intrum Justitia

"I found James to be a natural leader; he inspired trust and respect from all of his colleagues. He was highly focused on people development and always found time to offer mentoring and advice. He has an uncanny ability to motivate others and inspire teams to work towards the objectives of the organisation as well as ensuring that our personal goals were achieved. I feel genuinely proud to have worked for him."

— **Peter Brown**, reported to James at Intrum Justitia

"James has a business focus to IT strategy, as well as having broad and deep IT technical skills. I recruited him into Intrum Justitia and he delivered for the business within budget- just as he said he would at the interview. I would welcome the opportunity to work with James again."

— **Jane Morris**, worked directly with James at Intrum Justitia

"James has a comprehensive understanding of the IT Services Market. He is an exceptional corporate IT leader in managing the IT organizational structure, processes, systems and resources. He is an extremely good grasp of the IT domain and therefore comes up with valuable insights to his team, which adds tremendous value to the individuals and consequently to the organization. It is a great privilege to have worked with him."

— **Mahesh Kumar**, worked indirectly for James at Intrum Justitia

"There are a few people that I meet in the course of my working life who make an immediate impression and that impression is subsequently enhanced substantially - James is such an individual. He is highly credible and hugely passionate about what he does, i.e. conceiving & delivering major and complex change programmes. His energy is quite tangible and personally he has a reassuring "calm" that greatly inspires confidence as does his ability to "think on his feet" and articulate his thoughts and ideas with clarity and assuredness. In my estimation, James is an outstanding IT Director/CIO and I very much look forward to working with him for many years to come."

— **Sheila Bradbury**, was a consultant or contractor to James at Intrum Justitia

"James is a fantastic person to work with, quick witted, organised and on-the-ball. As a supplier I can also say a shrewd negotiator:-) I would certainly recommend him to clients and potential employers alike!"

— **Chantal Willis**, was a consultant or contractor to James at Intrum Justitia

"In my time working with James he quickly earned both the trust and the respect of his team, a true mentor and a very focused and driven individual. I have learnt a lot from James, both personally and professionally - I would be proud to work for him again"

— **Gary Dufley**, worked indirectly for James at Intrum Justitia

"I have had the pleasure of working with James Gallacher in Intrum Justitia, where he managed IT and change directly in the UK & Ireland region, and indirectly for the whole group through our IT Board. James is a person of integrity, a great leader and manager of staff, and his knowledge in the IT and project management areas has both depth and breadth. James is a team player who enjoys challenging and being challenged by his peers. If you want to find out what kind of person James, ask him how he proposed to his wife... Harry Vranjes IT Director Intrum Justitia and Chairman of the IT Board"

— **Harry Vranjes**, managed James indirectly at Intrum Justitia

"I worked with James as part of the regional executive team and found James to be an insightful, highly articulate and professional business leader who will add value to any organisation wishing to combine process change with innovation and new technology. James also has an excellent sense of humour and a real team player."

— **Nick Biggam**, worked with James at Intrum Justitia

"James is an insightful, driven and talented individual. His ability to identify opportunities that without doubt take a business forward, and deliver on them, is second to none in my experience. He does this by setting his reports challenging and rewarding goals yet continually developing them through a mixture of mentoring, advice and guidance where necessary. His ability to negotiate the seemingly impossible at the highest level (within and outside the organisation) is admirable - it has certainly allowed my department to repeatedly punch above its weight and deliver beyond expectations. I would work under James' leadership again without hesitation as he gives back to his staff as much as he asks of them - a quality I have rarely encountered during my career."

— **David Wintersteiger**, reported to James at Intrum Justitia

"James is a very commercially focussed IT leader with the ability to combine in depth technical knowledge and expertise with a solid and up to date understanding of the needs of clients. He maintains a strong focus on 'changing the game' in his approach to both re-engineering the existing IT infrastructure and developing new platforms and capabilities for future business growth. I have found his energy and enthusiasm for new ideas and his market-focussed approach very refreshing to work with."

— **Sophie Womack**, worked directly with James at Intrum Justitia

"James has all the attributes of the few really top class executives I've had the pleasure to do business with. Representing first and foremost his company's interests, James is a born leader with that rare ability to generate enthusiasm in all around him to exceed the companies objectives, including suppliers! An excellent communicator, tough negotiator whilst at all times remaining a gentleman; a rare combination! An asset to any organisations executive team."

— **Peter Saunders**, was a consultant or contractor to James at Caudwell Group (Phones4U Group)

"James is one of those characters that all teams should have. He is extremely tenacious, friendly but persuasive and always offers solutions not issues. He worked extremely hard in any given period to get the job done whilst in a tough challenging environment. James is a naturally driven person who can adapt to change and will give 100% at all times. A credit to any company who ustisies his servivices."

— **Stephen Precious**, managed James indirectly at Caudwell Group (Phones4U Group)

"I worked with James during their evaluation of technology deployments for the Phones4u store and head office estate. I found James to be hard but fair in negotiations and he had a real understanding of the business requirements that the IT deployments needed to deliver. As a client James was always challenging but interesting to work with and I feel that he delivered real value back to his business. His open communication style always meant that as a supplier we knew where we stood and what was needed from us to deliver back to his business"

— **n n**, was a consultant or contractor to James at Caudwell Group (Phones4U Group)

"James has a great understanding of technology, this allows him to clearly understand the requirements of his customers, this combined with his excellent communication skills allows a clear understanding of the customers requirements vs what can be delivered from the relevant teams. I was always amazed by James excellent ability to negotiate both on a cost and technology bases, he was never shy of rolling up his sleeves and supporting his teams in the hour of need, he always brought a calming resolution to a major incident this also was reflective within his team. It would be great to work with James again in the future. John"

— **John Thornton**, worked directly with James at Caudwell Group (Phones4U Group)

"James is one of the most influencial, motivating and focussed Directors I have worked for in many years. Top rated strategic and operational knowledge coupled with a first class character."

— **James Macmillan Wood**, reported to James at Caudwell Group (Phones4U Group)

"James has an excellent ability to view a companies underlying IT (and commercial) issues and define strategic courses of action that deliver successful results. Able to bring together teams with talented people containing the right blend of skills to deliver the right result every time. Fair but strong in his leadership of direct reports, James displays excellent team management skills identifying shortfalls and addressing them

quickly. Quick to share rewards where due ensuring a team that is always willing to go the extra mile to ensure success. I would have no hesitation in recommending James for the position of IT Director to any of the companies I am involved in or have worked for."

— **Lee Fortnam**, reported to James at Caudwell Group (Phones4U Group)

"A natural leader and first class negotiator, James effectively directed P4U Group IT Operations organisation setting strategy which was aligned to business needs and maintaining a balance of addressing live services needs vs delivering projects against challenging time frames."

— **Arsalan Ahmed**, worked indirectly for James at Caudwell Group (Phones4U Group)

"James is a capable and direct senior manager with extensive knowledge of IT infrastructure."

— **John Steven**, worked indirectly for James at Caudwell Group (Phones4U Group)

"I hired James as my second in command based on his previous Retail experience. James brought new perspective to the organisation and a fresh way of looking at the business challenges and how IT could be used to support them"

— **David Gibbons**, managed James at Caudwell Group (Phones4U Group)

"I have worked with James on a number of projects and in this time have found James to be professional, hard working, knows what he wants, has a clear understanding of his business needs, forward thinking and understands technologies to benefit the business, works very closely with his team to ensure the job is complete, supportive and has a lot of respect from his team."

— **Ian Easthope**, was a consultant or contractor to James at Caudwell Group (Phones4U Group)

"Outstanding IT and business professional and we have worked together twice. Great strategist but is also not scared of getting his sleeves rolled up and problem solve."

— **Frank Waters**, was with another company when working with James at McLaren Software

"Having been a colleague of James in two separate organisations I can recommend him as an asset to any organisation. Highly focussed on delivery, his personal and team productivity was always impressive. As an effective people manager he always got the best out of his teams and people genuinely liked working for him. James also has the ability to communicate complex/technical IT issues in ways that non-IT literate people could easily understand."

— **George Bell**, worked directly with James at McLaren Software

"I worked with James at a very challenging but exciting time in the development of mobile phone retailing in the UK. He is a very commercially focused IT leader, who led his team from the front with bags of passion and commitment, to conceive and deliver the complex major change programme required to consolidate/integrate 3 separate retail systems within budget and ahead of the planned implementation schedule. It was a pleasure and privilege to work with him."

— **Nigel Knight**, managed James at O2 (Telefónica UK)

"James is an outstanding IT manager and motivator. I am glad to have had the opportunity to work in his team and to realise benefits to myself, the IT sections and company as a result of his vision and drive."

— **Andrew Hilton**, reported to James at DX Communications

"James is a strong people manager who can recognise & coax hidden talents from staff for the benefit of themselves and the business. His product knowledge in the IT field is second to none across a very wide range of disciplines. He has a very strong grasp of IT's role in a changing market and knows exactly how to identify key benefits for other departments & customers. Crucially he has excelled at delivering those benefits both on time and to cost"

— **Terence Jones**, reported to James at DX Communications

"James managed the IT implementation of the EPOS system through out the retail estate very successfully."

— **Andrew Walwyn**, managed James indirectly at DX Communications

"James was Head of IT at the time of the rapid expansion of DX to make it the fastest growing retailer in the UK at that time. James' contribution to the development and rollout of our IT systems was immeasurable. Working for James was always fun, and he set clear direction and vision making it easy to achieve objectives and deliver to the rest of the business. Personally I found James' direction and advice incredibly helpful to me as I took on new roles and would happily recommend James's work and also as a friend and colleague."

— **Joe Parker**, reported to James at DX Communications

"James is a highly professional, enthusiastic and dedicated IT Manager, with an extensive knowledge and strong commercial focus to the practical use and implementation of ITC technologies. Over the 4 years of working with James I found him to be an inspirational leader, instrumental in the rapid growth and success of the business, and able to positively motivate a diverse team towards an culture of project delivery on-time and on-budget, and the provision of excellent operational support and service levels."

— **Scott Atkinson**, reported to James at DX Communications

"James was part of a team that set up new operations in Europe to serve the cell phone industry. The venture was very successful , going from start up to US \$40 million in revenue in 3 yrs. As part of the senior team, James played a pivotal role in the grass roots set up of our IT system as well as the total European integration. James was always upbeat and kept a positive attitude throughout. I would have no hesitance in hiring James again."

— **Stephen McClure**, managed James indirectly at International Components Corporation

"James was a very dedicated, young man, very bright, full of enthusiasm and always willing to help, learn and assisting in innovating in a fast moving moving, ever changing environment. Later I deal with James as a client in various envirnment, and again he was always ahead of the game, an excellent manger of projects, and a very good to work with, cooperating and coordinating, towards his employers aims."

— **David Herron**, managed James at Systems Reliability Scotland Limited

[Contact James on LinkedIn](#)