

Bio Key Points



Carl Streeter

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- Catalyst for transforming, migrating and modernising IT within the Cards Issuing and Acquiring industry for over 30 years.
- Successfully operated, transitioned and integrated large Card portfolio's, processors and supporting Surround business and consumer applications.
- Functional and technical expertise in the full stack of the delivery cycle and is able to shape successful solutions across enterprise / small business sectors.
- Applies Lean, Agile and DevOPS principals to leverage automation and simplification to delivery cycles
- Key assignments include Barclaycard, Alpha Bank, Network International, First Data, Westpac, American Express ME, National Australia Group, Westpac, Development Bank of Singapore
- Holds current UK Government SC clearance level

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PERSONAL PROFILE

IT professional with a commanding track record of delivering world-class technical support to the financial sector, across diverse geographical territories. Proven ability to instigate and deliver new operations from zero start, allied to excellent capacity for resolution of legacy problems. An excellent communicator with technical and non-technical people alike, both in winning new business and with existing clients. Blends constantly renewed technical expertise with sound commercial thinking to boost performance and profitability alike.

KEY SKILLS

- **People Leadership:** Highly experienced in assembling teams and developing them to perform at their best. Champions success and thus raises the profile of those he manages, resulting in strong team and individual motivation. A supportive leader who enacts a policy of openness and accessibility, encouraging constant two-way communication to the benefit of all. Seeks always to devolve decision-making and energise people by empowering them. Believing work should be enjoyable, promotes an informal yet productive culture. Maintains morale even in uncertain and changing times through transparency and honesty, bringing the benefits of a seasoned survivor of change. Strongly experienced and demonstrably effective in managing internal, remote and offshore resources in blended teams.
- **Relationship Management:** With a background of working across highly diverse locations and cultures, instinctively and astutely develops and maintains excellent working relationships with all stakeholders, from clients through senior managers to non-IT colleagues. Highly capable in managing contractors, vendors and other third parties. Secures genuine buy-in from stakeholders for new ideas, getting the message across through pragmatic and focussed communications. Keeps stakeholders informed of all relevant developments without overloading them with information. Persuasive and professional in working with existing and potential clients – frequently asked to contribute to client pitches.
- **Problem Solving:** Very methodical and analytical at solving a wide range of problems, working with urgency where necessary but always in a calm manner. Especially effective at root cause analysis, leading to the formulation of corrective action plans which give a clear path back to proper functioning. Creates and implements a learning culture which reduces the incidence of problems, with a talent for identifying control gaps and building reporting systems which warn of problem situations. Repeatedly asked to intervene with corrective action plans for departments outside his core responsibilities, in recognition of this skill.
- **Business Interface:** Brings a keen appreciation of core business priorities and costs to all technical work, avoiding an isolationist mentality. Achieves cost savings through the reinvention and adaptation of existing processes on a regular basis. Skilled at capturing business requirements from clients and translating them into detailed architectural and IT plans, then communicating this back to non-IT business managers. Enhances business relationships through credibility and commitment to client service delivery.

PROFESSIONAL HISTORY

Aug.2016 – Jun.2019:

Capgemini - Delivery Lead and Agile Transformation Lead

Delivery Management Lead for HMRC environments emerging and legacy technologies

- Deployment, support and automation of the delivery pipeline for the Data Lake and Legacy Databases supporting Border Systems
- Leading the delivery of Agile techniques to enable development organisation
- Assisting management colleagues via thought leadership and understanding of how to leverage and apply Lean, Agile methods to the responsibilities
- Instigate, manage and mitigate corrective actions when required. Follow up corrective action closures to make sure work arounds are no longer required or becoming standard practice

Short personal break for compassionate reasons

Strategic Lead for Data and Analytics

- Responsible for driving DevOPS dexterity requirements for the Delivery teams
- Assisting the Delivery teams in the ways to apply DevOPS to their agile ways of working
- Helping to prioritise and simplify the DevOPS goals into smaller achievable tasks
- Provide directional insights from leadership to delivery teams to help achieve the organisation outcomes required.
- Delivery assignment on client's site for EU Exit preparation for HMRC Borders

21.Nov.2015 – 16. May.2016:

Delivery Lead Consultant – sub engaged via Virtusa UK for Barclaycard

Delivery support for e-commerce delivery capability and Lead for implementation of Automation Orchestration

- shop.bpay.co.uk Service Provision support and new feature change delivery to live
- Leading the delivery of orchestrating automation for the pipeline across development, validation and live, whilst working in harmony with legacy delivery models.
- Promoting agility through tooling utilising the key drivers of repeatability, predictability and stability.
- Assisting management, peers and colleagues to win the heart and minds of the organisation to adopt the modern and fast pace concepts to deliver long term discipline with simple automated and lean tooling.

5.Jan.2015 – 13.Nov.2015:

Service Provision Consultant – sub engagement to Cognizant for Barclaycard

Engaged by one of the leading UK banks to support their e-commerce delivery capability.

Digital Marketplace bespokeoffers.co.uk and shop.bpay.co.uk Service Provision support.

- Manage the Dials – operate, support and deliver features to the digital portal consumers
- Drive the challenges of waste and speed of change near to impact elimination in support of the Agile delivery agenda
- Situational technical impact management for challenges arising from programme and operational go-live events

21.Feb.2012 – 13.Dec.2014:

Programme Lead – sub engagement to Capgemini for Barclaycard

Engaged as programme lead by one of the leading UK banks to transform their portfolio delivery capability.

- Transformational Programme Lead of multi stream initiative delivering organisational saving of circa £4million year on year.
- Assisting with organisational initiative transition
- Leading delivery streams at a senior level when required
- Stakeholder engagement, presentation and vision translation to technical deliverables
- Identifying opportunities to improve deliverables by reducing overhead in day to day activity
- Technical Delivery Lead for organisation transform initiatives and operational model design to meet business objectives
- Key resource supporting organisation corrective action tactical and strategic solutions

Sub Assignment: Digital e-commerce retail project: 8 month full time secondment to assist the Digital Offers organisation embed, leverage and deliver via lean methodology a retailer/customer voucher digital portal

- This entailed establishing a simplified repeatable and iterative change mechanism, addressing control and governance requirements, whilst enabling speed to market.
- Application Lifecycle Management of change, environments and release schedules to meet the programmes key objectives

1.Apr.2011 –01.Feb.2012 : Principal Advisor – sub engagement to AnthemisEdge

- Various client engagements for private equity merger and acquisition activity and large banking clients.
- Consulting support to management to pursue strategic objectives, drive innovation, manage transformation, create a vision of collaboration and establish a participatory culture.

Assignments:

- Advised a Middle Eastern processor on replacing the cards and loans, Issuing and Acquiring infrastructures and systems to support regional growth.
- Advised a large European bank on restructuring and reviewing staff, suppliers, contracts, infrastructure, software and support for Issuing (cards and loans), Acquiring, ATM's and 3rd party output services as well as all people centric functions such as call centres, back office services, specialist services (fraud, chargebacks etc.) to support the business aspirations for the next 5-10 years

Dec 2010 – Present: Owner / Director – GITM Consulting Ltd

- Formed my own company to continue to assist organisations to influence their IT capability and service delivery.

2007 - 2010: First Data International**01.Feb 2010 – 08.Dec.2010: Director, Production Support (UK)**

- Leadership of Production Support for all Production client platforms.
- Representation of IT within this operational area, acting as the primary contact for all IT issues affecting production support.
- Constant liaison with a very wide range of internal and external stakeholders, including clients and colleagues at all levels up to Executive.
- Management of vendor and suppliers relationships, escalating where necessary to ensure swift resolution of any performance issues.
- Control of human resource deployment allocations equivalent to a budget of \$5m.
- Resource Management and coordination of the team to provide 24x7 availability for production support, including incident response and tactical or strategic fix as appropriate.
- Establishment of a Production Assurance team, tasked with assessing stability of environments and ratification of changes being migrated into Production.

Key Achievements

- Maintenance of continuity of service in the midst of substantial organisational change upon moving to this post.
- Successful migration of most required fixes to a planned Release Methodology (replacing a fix on fail approach), using a calendar of change events, which has allowed a more positively controlled change process and increased availability over the last 4 change windows.
- Reduced required change warranty period from 45 days to 9 days as a result of the changes.
- Implemented a more business-focused, pro-active approach in the whole Production Support team through a process of re-examining and re-designing established working practices, accomplished in a positive manner without alienating established team members.
- Improved production stability by removing frequent change from 3 to 4 changes a week, to a more controlled change widow of 30 plus changes a month with increased quality.

01.Jan.2009 – 01.Feb.2010: Director, Surround Applications (UK)

- Ensured constant availability and performance of 52 mainframe and server surround applications supporting the main and legacy credit card processing platform.
- Co-ordination of activities within the IT delivery channels from global delivery streams, as large project representative for IT.

Key Achievements

- Instigated and led a strategic review of Surround Services, which included a restructure of management and the 54 staff, incorporating the 3rd party supplier contracts.
- Aligned the Surround Services approach and delivery to the Core Applications process to provide the organisation with a better understanding of engagement and progress.
- Reinvigorated a previously demoralised team through a conscious programme of pro-active team leadership and process re-design.
- Substantially improved knowledge of progress on all work being carried out by implementing clear and consistently applied project methodology across the team.
- Instigated a demand management protocol, allowing capture of demand for projects and programmes, reducing costs and tackling cost overruns through a more planned approach.
- Repeatedly recovered progress of large programmes slipping from original timescales, through use of corrective action plans.
- Produced a Service Catalogue of products delivered by Surround Services to identify the disposition of the supporting assets. This was further transformed into a Sales asset to assist with selecting and promoting services to Clients.
- Led preparations for a high-profile regulatory audit, reporting to the MD in extremely aggressive timeframes; completed implementation to deadline and achieved sign-off, gaining warm praise from the MD for my contribution.

1.Oct.2007 – 01.Jan.2009: Director, IT Development (Germany & Greece)

- Implementation of a range of change programmes, defect resolution, environment set-ups and Production readiness.
- Management of a suite of large teams, total 105 people, to deliver to broad and diverse responsibilities.
- Delivery of excellent service to a client base across Europe, Middle East, Africa, Europe and associated local and offshore resources, covering multiple time zones.
- Deployment of resources from a Demand budget equivalent to €7+m.
- Key contributor to client-facing meetings and in client due diligence processes prior to adoption of the company's applications.

Key Achievements

- Turned around difficult team performance issues, by implementing a mentoring and monitoring programme to raise performance and make it more consistent.
- Put robust and appropriate governance processes in place for development activities to re-enforce and strengthen Release Management process.
- Generated new revenue streams from clients by identifying costed activities which had been performed on an uncosted and unpaid basis.

25.Mar.2002 – 1.Oct.2007: Senior Manager / Senior Business Analyst / Team Leader / Senior Analyst Programmer (Australia / Singapore / China)

- Senior Manager for a new DBS managed service account in Singapore, including management of offshore resources in China, India & Australia and 250 datacentre resources.
- Managed testing, change control, production support and development for the Singapore operation.
- Managed bids for other contracts in the Asian markets.
- Led IT security for FDI, holding all user IDs, tokens, etc.
- Managed a credit card system in Sydney, handling diverse responsibilities including projects and change management, production support and membership of the design solutions team.
- Key player in installing VisionPLUS product for a client in China, including relocation to Beijing for 8 months.
- Serviced a range of clients across numerous locations in East Asia from a base in Australia.

Achievements

- Key player in winning and establishing the Singapore contract, from client pitch through technical negotiations to establishing every aspect of the new presence.
- Increased robustness of the Singapore process by migrating to a new platform.
- Achieved go-live in Sydney against highly demanding timescales and technical requirements, leading the team successfully through a very demanding phase.
- Implemented and owned Release Management process for Clients Managed Service.

Oct.2000 – Feb.2002: Consultant, Norwich Research

- Extensive IT consultancy with clients in the Middle East to install, support, project manage and develop additional functionality according to client need.
- Worked across the whole project management lifecycle.

4.May.1998 – 13.Oct.2000: Senior Analyst Programmer / Enterprise Architect, National Bank of New Zealand**23.Jan.1996 – 8.Apr.1998: Technical Support Officer / Information Engineer / Test Analyst, Bank of New Zealand****9.Apr.1990 – 19.Jan.1996: Team Leader / Information Engineer / Technical Support Officer / Senior Operator, Trust Bank New Zealand****Apr.1986 – Mar.1990: Various roles, Databank Systems, New Zealand**

