**C U R R I C U L U M V I T A E**

**Personal Details**

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**Personal Profile**

A Highly professional, experienced, self-motivated, project management professional, with a successful project background in IS and Telecommunications for the Private and Public sectors.

Key skills include:

* Strong Project, Programme management, communication skills and service delivery mentality.
* Leadership, escalation and governance management skills.
* Recruitment, development and mentoring of team Members
* Strong commercial and business awareness coupled with financial management skills.
* Vendor, senior stakeholder management at all levels including CEO, CTO, CISO.
* Risk management and problem resolution
* Management of Design, Development and test teams – collocated and offshore
* Management of software/application development using waterfall and AGILE methodologies
* Certified Prince 2 Practitioner

20 years +Project and Programme management experience managing complex full life cycle business and technical projects

**Employment Details**

**April 19 – Current**

**Consultant Cyber Security Portfolio Manager- Selfridges & Co**

Responsible for the delivery of the Cyber security infrastructure portfolio at Selfridges & Co

**September 15 – April 19**

**Interim OSS Programme Manager Enterprise IT – Ricoh - Vodafone UK (Contract)**

Accountable for the delivery of the Enterprise IT FINN Transformation Programme which is a multi-year with a £15m budget. The programme Introduced a new Enterprise SIP IP network, BSS, OSS and Security systems, removed legacy business processes, procedures, systems and retirement of the TDM telephone network

Critical success factors for the programme: - reduce operating expenditure, simplification of systems, process and procedures which will support new ways of thinking, working and the Vodafone Digital roadmap. Ensure the Programme benefits and ROI are delivered on behalf of Programme Product owners The Head of Networks Vodafone UK, Head of TES and Head of Operations Group Networks.

The Programme has been delivered in line with the Business case, budget and in accordance with AGILE methodologies, Vodafone project delivery lifecycle governance. Management of multiple System integrators using on and offshore delivery models. projects delivered: -

**OSS: -** Replacement, consolidation and automation of legacy OSS systems on to Strategic platforms

Oracle – UIM, ASAP, Cramer, Cortex, Pega – Workflow management, Automation and orchestration of key OSS systems stack to enable seamless provisioning of network elements

**BSS: -** Development of billing, mediation and reporting systems to support the new VOIP network

**Data Visualisation and Assurance: -** Deployment of Huawei, Sedona, Cenx data visualisation and assurance platforms using AWS cloud and virtual environments for the group and UK IP and Core networks

**Predictive Analytics & AI : -** End to End deployment of Huawei predictive analytics big data solution to support the UK & international IP and Fibre core networks

**Automation:** - Automation and Orchestration of alarm ticket creation, inventory checks and diagnostics

of the Vodafone UK and group networks removing the human element, increasing efficiency and reducing operational expenditure.

**Change Management: -** Business Transition of new systems and processes across Operations, Network, account/commercial teams. Communication and senior stakeholder engagement to ensure top down buy in to support a successful transition

**Security: -** Implementation and integration of a fully compliant CAS-T/ISO27001 resilient Network Probing

Surveillance Packet capture, traffic monitoring, reporting system and its supporting TAP/network

Infrastructure

**VRM:** - Automation of Service provisioning, delivery of new systems processes, procedures training and rollout across Vodafone enterprise commercial teams (circa 120 Solution Consultants)

**March 15 – August 15**

**Sainsburys – Programme Manager Security (Contract)**

Programme Manager Security, responsible for the delivery of Security mandated IT projects - Project-managed multiple business critical Security projects using Prince 2 aligned project delivery methodology, Budget responsibilities, Management of 3rd Parties and contract negotiations, organizing a matrix of cross functional teams including Project managers, Managed resources and processes to ensure agreed delivery timescales are achieved in line with CISO and Senior stakeholder expectations. Projects delivered:

**Cryptographic key management: -** deployment of the Venfi trust protection platform to enable the

management of Cryptographic keys and digital certificates across the Sainsbury’s IT and EPOS

estate

**SIEM: -** Deployment and integration of ArcSight appliance and Splunk solutions across the Sainsbury’s

estate.

**Sainsbury’s Wi-FI:-** Deployment of Sainsbury’s Wi-Fi into Stores, Depots, national support c enters and Sainsbury’s Bank

**802.1x Network Access Control: -** Deployment of Aruba Networks 802.1X/NAC solution to provide the

business with the tools to monitor and control access to the stores, depots, national support centers and Sainsbury’s Bank

**March 14- to March 15**

**Programme Manager OSS Transformation – Vodafone Group (Contract)**

Accountable for the delivery of the OSS Transformation Programme which will simplify the Operating Model (On and Off shore), the Introduce new systems, to minimise the number of legacy systems used, reduce operating expenditure and headcount, Ensure the Programme benefits and ROI are delivered on behalf of senior Vodafone group stakeholders inline with the Business case, budget and in accordance with Vodafone project delivery lifecycle governance.

Full accountability for delivery of the full programme lifecycle from business case and scope definition. Requirements capture, design, delivery, reporting and benefits realisation for the following work streams

**OSS:** Identification, Separation and migration of the core IPBB and Optical Networks, from the local Vodafone operating companies supporting systems to Vodafone Core network Operations target OSS Systems and delivery of new OSS platforms

**Change Management:** Change process implementation and Operation Readiness of new OSS systems across regions and teams in UK, India and Europe.

**NOC/SOC**: Vodafone Operations teams organisational change to improve effectiveness / efficiency through synergies and best practice sharing. Reducing the number of NOCs from 12 to 5.

**April 12 – March 14**

**Security Programme Manager – Vodafone (Contract)**

Senior Portfolio Manager UK technology security, responsible for the delivery of Security Group mandated and UK Network and IT projects - Project-managed multiple business critical Security projects using VF Prince 2 aligned project delivery methodology on behalf of the VF-UK CISO. Budget responsibilities, Management of 3rd Parties and contract negotiations, organizing a matrix of cross functional teams including Project managers, Service Delivery, Technology Security, Networks, Operational Readiness and Support. Managed resources and processes to ensure agreed delivery timescales are achieved in line with stakeholder expectations.

**Projects Delivered: -**

**IDPS** – Implementation of IPS/IDS Sourcefire appliances into the Vodafone network estate and integration into group and local defense centers

**SIEM** – Deployment and integration of ArcSight appliance solution across the Vodafone estate

**RSA envision** SOX logging platform replacement – Deployment and integration of ArcSight SIEM solution.

**Vulnerability Scanning** – Ncirlce profiler deployment and integration to enable internal scanning of UK server estate.

**Secure Mobile Device Manager** – Deployment and rollout of Good for Enterprise and Airwatch

**WAF** – Deployment of Imperva Web application firewall

**802.1x LAN Authentication** – Cisco Identity Services Engine (ISE) 802.1X/NAC solution to provide the business with the tools to monitor and control access to the network

**Firewall** – Replacement and migration of end of life UK firewall estate

**April 11 – March 12**

**Consultant Programme Manager OSS Transformation Aricent Group**

Programme Manager Responsible for End-to-End delivery of the NMS and OSS Transformation programme for the end client Vodafone.

The scope of this role was to manage: business requirements, use cases, design, application development, procurement, infrastructure installation, process, and business change integration of “Live” services interfacing at senior stakeholder, commercial and technical levels to agree customer requirements, determine, underpin programme scope and agree contractual milestones. Robust communication, risk & issue management and strict change control was of primary focus throughout.

**March 10 – April 11 Ericsson**

**Project Manager (Contract)**

Customer Project Manager accountable for ensuring the delivery to time and budget of critical projects for Mobile Broadband Network Ltd (MBNL) and its parent companies Three (UK) & Everything Everywhere, projects successfully delivered: - National optimisation of the 3UK&EE radio network, EE Cell planning, application integration of supporting OSS systems, IT infrastructure, server and storage integration. RAN, CORE network expansion and upgrades.

**April 05 – Dec 09 Vodafone**

**CVM Programme Manager (Contract)**

Responsible for ensuring the delivery of business-critical programmes across Vodafone, programmes successfully delivered

**CVM Transformation** - Responsible for multi-vendor selection process, pilots, application/service development and business rollout of Experian Market Switch, Alterian Studio,3rd Degree, KXEN, Think Analytics data mining, analysis and optimisation applications. System integration of the applications and deployment of new infrastructure with existing systems, SAS, Unica, Teradata EDW

**CVM Data Centre migration and consolidation.** Successfully migrated core BI systems CRM services (Oracle, teradata Data warehouse, SAS, Unica, Experian Market switch, 3rd Degree), infrastructure, Storage and comms to new data centres in Dublin and Germany ensuring minimum disruption to retail, business and system users. The migrations were planned on a full life cycle approach of discovery, design, I &C, test, user acceptance and cutover

**CVM Business Intelligence aggregates** – Responsible for successfully scoping, planning, delivery, business processes, application development and productisation of the BI aggregates data mart for consumer and enterprise business units.

**New Product Development** design, development of new application and services. integration of web services, enabler platform and migration from existing platforms. Introduction of new services/products across Web, Mobile (WAP, SMS, IVR, RIM), Retail and Customer Care Channels

**April 01 to April 05 Marconi**

**Programme Manager VAS business change SAP**

Implementation and Integration of mySAP Business Suite into the VAS division.

**Programme manager Operations**

Delivery of Complex Network Programmes and management of operations & maintenance teams comprising of project management, principal, operations engineers and support teams, providing full tiered 24x7 support and network implementation / deployment activity customer-testing

**Programme Manager- PMO**

Projects office teams comprising of Programme Managers, Project Managers, Planners and Project Support

**Early Career**

Programme Manager: - Intelligent Networks Compaq Ltd (HP) Jan 1999 to Apr 2001

Programme Manager - Customer Care and Billing Solutions Logica Jan 1998 to Jan 1999

GSM Technical Support Manager Nokia July 1993 to Jan 1998

Network Operation Engineer Mercury Communication Ltd Nov 1991 to July 1993

Technical Support Engineer Motorola E.C.I.D.Ltd Jan 1990 to Nov 1991

Calibration and Maintenance Engineer GPT Sept 1984 to Jan 1990

Apprenticeship Plessey Telecommunications LTD

**EDUCATION AND QUALIFICATIONS**

BC Cleared

## BSC Electronics and Computing – Nottingham Trent University

HNC Electronics and Telecommunications Engineering

ONC Telecommunications Engineering

8 “O” LEVELS including Maths and English

**Managerial Training**

- Prince 2 practitioner certification. No P2R/082135

- Project Management training various

- ITIL training programme

- Six Sigma Green Belt

- MS Project

- Management Skills

- Presentation Skills

- Leadership and Team Building

- Finance and Accounting

- Business Environment, Strategies - Strategy Planning

- MS Office software applications

- MS Project