Johanne Walker  
**Project Manager (National/International)**

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**professional profile**

Highly effective Project Manager with 19 years’ experience and a proven track record implementing Business Process Outsourcing solutions and Business Improvement Initiatives to multinational clients within the Automotive, Chemical, Multi-utility, Occupational Health and leading food manufacturing sectors simultaneously, from cradle to grave, meeting client and business expectations, harnessing Prince II Governance, applying Agile and Waterfall methodologies, leveraging learning into continuous improvement initiatives.

I have a reputation for consistently exceeding company targets and service expectations, within time, scope, budget and compliance, whilst consistently delivering wow, I’m equipped with a strategic mindset that facilitates the formulation and implementation of strategies, I adapt positively to challenge whilst making sometimes difficult decisions, when dealing with demanding situations I have the ability to apply a dogmatic approach, taking ownership of key issues. I am an excellent communicator who can lead and motivate teams with enthusiasm, I have a can-do attitude, I take positives from negatives and utilise them to my advantage in developing my skill set.

**KEY SKILLS & EXPERTISE**

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| |  |  |  | | --- | --- | --- | | * PMO Governance * Project Management * Agile/Waterfall Methodologies * Client/Stakeholder Management * Resource Planning * Project Planning/Delivery/Metrics | * Transformation/Change Management * Cross functional supervision * Organisational & communication skills * Problem Solving | * Costing / Budgeting * ERP System Implementation * Data Analysis/ E2E Mapping * Quality Assurance * TUPE Consultation * Decision Making | |

**Work Experience**

**December 2017** – Present **Project Manager (National/International) IESA Works**

**Key Responsibilities:**

* Lead the implementation of company portfolio of projects across multiple sites concurrently, embedding Business Process Outsourcing (BPO) solution to a plethora of clients to manage indirect material spend via an integrated e-procurement platform, managing internal and external stakeholder expectations, steering the client through change management processes, ensuring a smooth transition throughout the project lifecycle and adoption of change and new ways of working
* Primary liaison for clients, key stakeholders, respective teams and 3rd party suppliers to ensure a smooth transition throughout the project lifecycle and the adoption of changes and new processes
* Direct programmes of projects concurrently from initiation to fruition within time, to quality and budget, mitigating risks and issues using RAID Logs, carry out RCA, escalating issues which could impact project delivery, ensuring the deliverables are kept on track and within the agreed timeline
* Create and maintain project documentation: Initiation Scope, Schedule, Action Logs, RAID Logs (defining necessary work packages, timelines, responsibilities and critical milestones)
* Establish project resource utilising domain experts from back office cross-functional workstreams, establish good working relationships, empowering the team to work collaboratively, effectively, and ultimately drive results
* Facilitate internal and external KO Meetings and launch ceremonies outlining contractual expectations, project approach/framework and planned deliverables
* Interface with technical resource utilising in-house experts such as; Process Analysts, Software Developers, IT Architects, Programmers and Continuous Improvement, to design, develop and test bespoke IT System Integration solutions, road mapping the E2E Process, ensuring all key touch points are tested and meet the project deliverables
* Prepare and circulate weekly update reports and dashboards, communicating project progress to the client and key stakeholders
* Launch TUPE Consultations and transfers in time to meet legal requirements and timelines, communicate re-structure proposals, training timetables related expenditure (Labour, Hardware, Expenses etc)
* Employ benefit realisations from Lessons Learned to reduce risks and issues cresting best in class, right first-time solutions, assuring lessons learnt are maximised

**Key Achievements:**

Over the past 20 months I’ve managed 30 Projects concurrently to a plethora of clients such as JLR Slovakia, Kerry Foods, Morrisons Manufacturing, Roberts Bakery, 3M UK Ltd and most recently EIN Oil & Gas, providing an Integrated Stores Management solution which is adaptable to client requirements, incorporating ERP SAP based MyMRO (Maintenance, Repair, Overall) system which is interchangeable to SAP SRM, Ariba ASN, Tradex, Oracle and other proprietary eProcurement platforms, eqquiping the client with their own unique platform to purchase engineering spares​, reducing supply chain costs​, using buying power to leverage best prices from manufacturers.

Outcomes of the implementations added £60m worth of client owned inventory stock to IESAs portfolio, increasing the number of employees to 500+, providing bottom line savings, reducing working capital through a unique stock profiling system, better managing their stores inventory.

The successful implementation of these projects has helped to evolve IESA from a £80m business to £350m trebling the size of the business over the last 5-years.

July 2017 – Dec 17 (6 Month Contract) **Project Manager RPS Occupational Health Ltd**

**Key Responsibilities:**

* Coordinated the company programme of Operating Initiatives
* Facilitated project launches, managing resources and defining scopes, goals and deliverables, against project briefs, concurrently throughout their lifecycle from initiation to closure within time, to quality and budget
* Established good working relationships with clients and colleagues, gaining strong understanding of functional and non-functional requirements
* Carried out in-depth analysis to identify root cause of internal issues /failures, gathering data, documenting and presenting outcomes, applying change management approach and methodologies, supporting the business move to the new ways of working seamlessly, continuously improving people, systems and practices
* Managed multiple Client Accounts concurrently across the UK, directing financial and operational aspects to ensure successful delivery, attended monthly client meetings ensuring contracts are being delivered effectively
* Collated MI (Management Information) reports identifying trends and themes of OH services to internal and external stakeholders
* Assisted the Business Development Team in identifying and developing new services and sectors for the business

Nov 2014 – May 2017 **Project Manager Energetics Design & Build (Utilities)**

**Key Responsibilities:**

* Delivered internal projects to improve business efficiency to meet client demands and results of a Customer Satisfaction Survey, ensuring the execution of the project meets with the project scope in readiness for sign-off
* Directed programmes of projects concurrently throughout their lifecycle from initiation to closure within time, to quality and budget, identifying and escalating potential risks and issues to key stakeholders
* Facilitated project launches, managed resources and defined scopes, goals and deliverables, against project brief
* Established good working relationships with clients and colleagues, gaining strong understanding of functional and non-functional requirements, engaged key stakeholders to determine the current operating tempo, flow and constraints
* Proposed improvements to be adopted, improving customer experience and internal approaches to business
* Carried out in-depth analysis to identify root cause of internal issues /failures, gathering data, documenting and presenting outcomes, providing accurate, timely reports to project and programme boards on a weekly and monthly basis
* Managed change management, supporting the business to move to the new ways of working, whilst continuously improving skill sets, systems and practices
* Provided support to the sales and marketing director, expanding the business into the South region, recruiting staff, promoting the business and identifying target customers , commissioning new offices across the Midlands and South region
* Managed the bid and tender submission process to deliver successful win conversion rates, analysed sales data to predict sales trends and results, collated and submitted monthly reports for newly identified opportunities through to forecasted wins

**Key Achievements:**

Commissioned, decommissioned, moved and renovated offices across multiple sites, liaising with landlords, IT providers, contractors and engineers keeping lines of communication and interface open at all times, providing me with a platform of underpinning knowledge required to deliver projects from initiation to completion

Managed a team of 30 staff through redundancy consultation, whilst being made redundant myself, coordinated outstanding activities to be completed within timescale in readiness for centralisation of workload to Scotland. Work was audited and handed over successfully enabling early release of staff prior to redundancy date

Led a customer satisfaction survey across a range of previous and present customers, covering all critical points along the end-to-end lifecycle, measuring and understanding customer expectations whilst identifying priority areas for improvement. A skills gap analysis was performed across the business, establishing and evaluating skill levels and mind-sets.

Outcomes highlighted a high proportion of Project Managers had technical/engineering mind-sets, not Project Management Methodologies and a vast expansion of the business had diluted the required skills to deliver customer expectations. Subsequent training was rolled out, bringing staff to a satisfactory level to fulfil their roles and responsibilities and mind-set of how to deliver projects in a controlled environment

Apr 2005 – Jun 2014 **Learning & Development Coordinator Tata Chemicals Ltd, Europe**

**Key Responsibilities:**

Day to day management for the learning and development department, liaising with key business stakeholders developing and delivering an effective L&D strategy, working collaboratively with senior managers to identify learning needs, via job analysis and appraisal schemes, whilst co-ordinating Business Improvement Initiative Projects.

Aug 2002 – Nov 2004 **PA x 2 Directors Weir Engineering Services**

Sep 1998 – Aug 2002 **PA/Project Coordinator Cattles Finance PLC**

Nov 1997 – Sep 1998  **PA to SHE Director Condor Ferries**

Aug 1996 – Nov 1997 **Senior Secretary PA Consulting HK (Hong Kong)**

Nov 1993 – Aug 1996  **PA to CEO Clerical Medical International (HK)**

Jan 1990 – Nov 1993 **Secretary Henkel Chemicals**

Aug 1987 – Jan 1990  **Junior Admin Assistant Klockner Moller**

June 1985 – Aug 1987 **Junior Clerk Moore & Brocks**

**QUALIFICATIONS & TRAINING**

* Project Management Prince II (In-depth knowledge)
* Lean Six Sigma Blue/Green Belt (In-depth Knowledge), 5s
* Project and Programme Seminar
* NVQ Level 4 V1 Internal Verifier Conducting Internal Quality Assurance of the Assessment Process
* RoSPA Basic Health & Safety
* Microsoft Outlook, (Project/Access/Word/Excel/Northgate/Visio/Impromptu/Evision/Jet Reporting/IPM/Resourcelink/Jet/Smartsheets)
* Diploma Typewriting Stage II, Word Processing
* Psychometric Testing – Thomas International
* Risk Assessment and Method Statements
* Sharpowl, eOPAS
* Googlesheets/Microsoft 365: Teams/One Drive/Sharepoint
* 3D Sketchpad

**HOBBIES & INTERESTS**

In my spare time, I enjoy cycling, fell walking and I’m currently having golf lessons. I also enjoy cooking and experimenting with food having lived in Hong Kong 3 years, experiencing their culture and amazing food, ignited a passion in me for cooking.