

# Lauren Wheatley

## Change & Delivery Lead

### Contact Details

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## PROFILE

Experienced Change and Delivery Lead with a track record of success in SAP S/4HANA and digital business transformation programmes. Committed and focused with a self-disciplined approach, excelling in high-pressure environments while delivering quality results. Currently seeking next challenge in a delivery programme environment to leverage expertise in various SAP S/4HANA implementations, digital transformations and change management, to drive impactful outcomes and contribute to organizational and team success.

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## KEY SKILLS

- Experienced E2E Change and Delivery lead on various SAP and business transformation programmes in various capacities including leading global change management workstreams and leading PMO functions
- Extensive experience leading onshore and offshore virtual teams, including collaboration with third-party consultancies and system integrators
- Proven ability to establish, cultivate, and sustain strong relationships with global stakeholders

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## EMPLOYMENT & EDUCATION

Feb 21 – Present	Global Change / Engagement Lead	<b>Ernst &amp; Young LLP</b> , Remote/London
Nov 18 – Feb 21	PMO Lead	<b>Astellas Pharma</b> ,
Jul 18 – Nov 18	PM O2C & P2P Workstreams	Surrey/Netherlands
Nov 16 – Jan 18	PMO Lead	<b>Walgreens Boots Alliance</b> ,
Mar 15 – Nov 16	PMO Analyst	Surrey/Netherlands
Jun 14- Mar 15	International Events Manager	<b>Elite Meetings International Ltd</b> ,
Jun 12 – Aug 13	Business Continuity & Resiliency Services Business Analyst	<b>IBM</b> , London
Sept 11 – Jul 14	Volunteer Police Officer	<b>Metropolitan Police</b> , Southwark
2022 -2023	MSc Major Programme Management Scholarship - 'Inspiring Women'	<b>University of Oxford</b> <b>Saïd Business School</b>
2010 -2014	BA (Hons) Business Management with Year in Industry at IBM – 2:1	<b>University of Brighton</b>

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## PROFESSIONAL EXPERIENCE

### Ernst & Young LLP

**February 2021 – Present**

Global Change and Engagement Lead for EY's Support Experience Transformation Program (ServiceNow), ensuring successful deployment via engagement of each firm, leading change and adoption for all end users.

#### ***Global Change / Engagement Lead***

- Designed, defined and monitored global EY roll out strategy and plan, working with each firm's CCO and Business Relationship Managers and programme transition teams
- Defined change activities and communications at all phases of the programme
- Optimised procedures with each EY firm to drive engagement, from the initial phase of programme through to global rollout and adoption
- Managed relationships with various SI's and external consultancies ensuring successful collaboration
- Successfully delivered the change to over 90% of EY users globally (c.280k users)

## **Astellas Pharma**

**July 2018 – February 2021**

The Apple Programme at Astellas Pharma was an SAP S/4HANA global implementation. The role evolved throughout the project lifecycle, initially as Project Manager during the design phase, progressing to PMO Lead during the build, test and hyper-care phases.

### ***PMO Lead***

**November 2018- February 2021**

- Defined the Programme Test Approach in a COVID-19 world and led the Programme's COVID-19 Taskforce, ensuring continued programme delivery
- Implemented and monitored best practice processes underpinned by PMO governance, such as status reporting, risk and issue management, interdependency tracking, and action management across releases resulting in continuous improvement of project processes and outcomes
- Managed and successfully led stage gates, ensuring project deliverables met the defined quality criteria, and implemented corrective actions where necessary
- Managed the Change Control Boards and Design Authority Boards, ensuring robust governance of project changes and design decisions
- Served as the main point of contact for all 3rd parties, system integrators, internal and external business stakeholders
- Successfully tracked resource planning for the core team, ensuring project deliverables were met on time and within budget

### ***Project Manager O2C & P2P Workstreams***

**July 2018 - November 2018**

- During the design phase, successfully supported timely delivery of all deliverables from O2C & P2P workstreams, resulting in successful program delivery and stakeholder satisfaction
- Successfully managed interdependencies across workstreams, implemented and led interlock sessions across the program with the purpose of closing all open design points, resulting in smooth and efficient program delivery

## **Walgreens Boots Alliance**

**March 2015 – January 2018**

The Garibaldi Programme was a business transformation SAP programme across 12 countries. The role on the Leadership Team of the Programme was to oversee the PMO function, reporting to the Programme Director.

### ***PMO Lead***

**November 2016 – January 2018**

- Led the PMO and Communications workstream on the SAP programme
- Managed operations of the ~100 member project team onsite in Netherlands each week
- Defined and maintained the programme plan
- Planning support to Cutover Lead, tracking plans prior and during cutovers

### ***PMO Analyst***

**March 2015 – November 2016**

- Managed all of workshops for 1000+ stakeholders across the 16-week design phase
- Prepared all weekly reports on progress, status and debriefs, monthly steering co slides pack, milestone status reporting for all stakeholders
- Supported the Project Managers in tracking project financial information in conjunction with project finance

## **Elite Meetings International Ltd**

### ***International Events Manager***

**June 2014 – March 2015**

- Successfully managed events internationally cross industry ranging from 10pax to 1000pax, managing various types of events such as conferences, product launches, meetings, incentive trips
- Owned full life cycle of events, from initial conception of event brief to developing and implementing the corresponding event plan, including materials creation, event messaging, negotiation with clients, vendor relations, site selection, accommodations, participant registration, agenda scheduling, staffing, on-site set-up, and logistics

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**Availability** - 1-month notice period. **References** - available on request