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Profile

Third-party and supplier risk specialist with 20+ years' experience across financial services, banking, regulated technology and retail. Career characterised by consistent responsibility for managing supplier risk end to end, including intake, due diligence, onboarding, contractual controls, ongoing monitoring, escalation and exit.

Strong track record improving control environments, reducing cost, stabilising operations and increasing transparency across complex vendor landscapes. Experienced working with procurement, legal, risk, compliance, technology and operations to operate practical, proportionate third-party risk processes and produce decision-grade management information in FCA and PRA regulated contexts, including GDPR, DPA and PECR.

Core Capabilities

- Third-party risk management and supplier assurance
- Supplier lifecycle management from intake to exit
- Due diligence, risk assessments and ongoing monitoring
- Outsourcing risk and operational resilience
- Contractual controls including MSA, SOW, SLA, service credits and exit rights
- Business continuity and disaster recovery expectations
- Regulatory awareness: FCA, PRA, GDPR, DPA, PECR, DORA
- Operational, data, cyber and integration risk
- Risk MI, dashboards and senior management reporting
- Stakeholder management across procurement, legal, risk, IT and operations
- Risk and workflow tooling: Archer, SAP Ariba, SAP Concur, ServiceNow, JIRA

Third-Party Risk and Supplier Oversight Experience

UK Contract and Project Engagements | 2021 to 2024

Following a long tenure at HSBC, undertook a series of deliberate contract and project engagements focused on supplier risk, platform change, control remediation and cost reduction.

Across these roles, acted as delegated risk owner for key suppliers, covering screening, due diligence, contractual controls, performance MI, escalation, remediation and exit triggers.

Digital Transformation Lead

Lantern Debt Services | 2024

Third-party risk responsibility for a critical outsourced collections platform.

- Developed and secured board approval for an outsourced platform migration, framed around risk reduction, operational resilience and control improvement. Modelled c. 4.5x ROI, multi-year profit uplift and c. 3 FTE efficiency gains.
- Led supplier selection and onboarding including RFP design, due diligence, technical and operational risk assessment, information security review and commercial negotiation with enforceable SLAs and exit provisions.
- Identified operational and revenue risks using GA4, GTM and SQL, and designed a phased migration to limit customer impact, revenue risk and operational disruption.

CRM and Digital Marketing Manager

Plus X Holdings | 2023 to 2024

Supplier performance, SLA and data risk oversight.

- Conducted a detailed performance and SLA review of a core technology supplier, analysing API logs and error responses to identify integration failures, service gaps and data quality risks.
- Quantified approximately £44k of misaligned supplier spend across retainers, integrations and migrations. Reset commercials, SLAs and escalation paths, reducing financial leakage and operational exposure.
- Mapped supplier data flows to evidence data handling and consent risks, informing access control, error handling and remediation actions.
- Delivered a 30-day remediation plan covering data governance, consent management and audit trails.
- Tracked incidents and remediation through JIRA and ServiceNow.

Marketing Operations and Analytics Director

Cirium | 2022 to 2023

Supplier consolidation and oversight role.

- Rationalised the supplier and platform landscape, consolidating vendors and renegotiating contracts to deliver approximately £125k annual run-rate savings while improving control and auditability.

- Built supplier and platform performance MI using SQL, PySpark and Power BI on Azure, providing visibility of incidents, data quality risks and third-party dependencies.
- Worked with procurement, legal and information security to review vendor contracts, data processing arrangements and integration risk.
- Used ServiceNow to manage supplier incidents and issues.

Product Manager

One Click Group (Sky Betting and Gaming) | 2022

Regulated supplier change oversight.

- Assessed supplier and control impacts of CRM and marketing tooling changes, ensuring alignment with regulatory and safer gambling obligations.
- Prioritised supplier-related work based on operational risk, incident history and revenue impact using JIRA.

Senior Digital Product Manager

WM Morrison Supermarkets | 2021 to 2022

Multi-supplier operational stability role.

- Led app relaunch and platform changes with focus on supplier performance, SLAs, incident response and customer impact across multiple third-party providers.
- Clarified supplier ownership, escalation paths and support models, reducing recovery time for vendor-related incidents.
- Ensured third-party integrations were covered by appropriate controls, resilience considerations and KPIs.

Product Owner, Marketing Platforms

Informa | 2021

Enterprise supplier oversight.

- Owned delivery and operation of enterprise platforms with significant third-party involvement.
- Assessed supplier and integration risk for new change including data flows, downtime exposure and external dependencies.
- Produced regular MI on supplier performance, incidents and remediation progress.

Manager, Digital Third-Party Risk and Marketing

HSBC | 2008 to 2021

Financial services anchor role with embedded third-party risk responsibility.

- Managed approximately £2m annual supplier spend across CRM, messaging and marketing technology vendors. Delivered verified savings through vendor consolidation, competitive RFPs and commercial renegotiation without weakening controls.
- Reduced MarTech and CRM run-rate costs by approximately 40 percent, lowering operational complexity and supplier concentration risk.
- Led end-to-end RFP, due diligence and onboarding of a new Email and SMS supplier for the MENA region, coordinating with Risk, Procurement, Legal, Compliance, Cybersecurity and IT.
- Embedded supplier risk controls into MSAs, SOWs and SLAs, including business continuity, disaster recovery expectations and structured exit planning.
- Produced supplier risk and performance MI and supported internal audit and external reviews with evidence and remediation tracking.
- Operated supplier risk reporting through Archer, SAP Ariba and SAP Concur.

Credit Risk Analyst

Barclays | 2007 to 2008

- Built and maintained retail credit risk MI covering PD, LGD, EAD and portfolio performance.
- Delivered an estimated £150k annual benefit through improved provisioning accuracy and control-driven analysis.
- Designed reporting frameworks using Excel, SQL and SAS.

Earlier Roles

Web Developer and Data Lead | Yellow Pages, Verbanet

- Built and maintained web and data systems, forming a foundation in integration, data quality and operational resilience.

Education and Credentials

- BSc Computer Science, University of New South Wales
- ISC2 Certified in Cybersecurity, valid to 2028
- Fortinet Certified Associate Cybersecurity, valid to 2026
- Cyber & Third-Party Risk Governance (self-directed professional development). Ongoing formalisation of third-party cyber risk, governance and assurance practices aligned to ISACA CISM domains, including security governance, risk assessment, control assurance, incident response and regulatory alignment.
- Executive and professional programmes across Wharton, Columbia, MIT Sloan, IMD, INSEAD and Darden