Name

Role Accreditation Coordinator

Availability ASAP

Nationality British

PERSONAL PROFILE

A qualified and experienced IT professional with proven technical and management experience, including service delivery, people management, third party supplier relationship management, product management, project management and systems integration and development.

My proven ability in the design and delivery of creative solutions makes me an invaluable contributor, dedicated to maintaining high quality standards in project management.

SKILLS AND KNOWLEDGE AREA

KEY SKILLS & ACHIEVEMENTS

Excellent relational ability with business unit stakeholders, external clients and vendors

Able to manage a team with flair and creativity for outstanding results

PRODUCT MANAGEMENT

Involved in product strategy and product roadmaps performance improvement

Working with stakeholders, designers and developers to create new and innovative products

CHANGE MANAGEMENT

Assess and capture the business values, discussing the technical impact with the delivery team

Determining attainability, planning, implementing, and evaluating of changes to the system

VENDOR MANAGEMENT

Develop effective working relationships with stakeholders and suppliers to ensure delivery of contracted service levels and management of costs

Conducting annual vendor reviews and attending key supplier meetings to discuss ongoing matters and product roadmaps

RELATONSHIP MANAGEMENT

Build relations across all areas and levels of business by understanding and respecting stakeholder priorities, finding common ground and delivering on promises

Managing complex negotiations to ensure business requirements are met while achieving value for money

STAKEHOLDER MANAGEMENT

Achieving a clear understanding of business goals and needs within the context of business processes

Eliciting, analyzing, developing, validating and managing requirements during the whole project life cycle

PROBLEM MANAGEMENT

Identify root causes through cause & effect analysis (fishbone & 5-why's)

Ensure all parties are kept informed of Problem status through regular provision of management information

EXPERIENCE

JAN 2020 – PRESENT PROJECT COORDINATOR, CHATHAM TECH

* Performing the elicitation and analysis of business change, functional and non-functional requirements across a range of stakeholders, internal and external
* Assisting the production of project deployment plans and schedules for engineers and users
* Supporting the Windows 10 information capture phase for a given area on site
* Conducting planning/data gathering sessions with given area at multiple locations across organization offices using a structured methodology
* Interface with the Business Champion to work through structured deployment checklist and accurately recording information gained during the sessions in a legible format
* Working within agile multi-skilled teams to create world class products to serve Client customer’s needs
* Ownership of Business application remediation planning for the Windows 10 deployment

APRIL 2018– DEC 2019 PROJECT DELIVERY COORDINATOR, LIQUIDITY EXCHANGE

* Reporting to the Windows 10 Project Manager for day to day tasks required for deployment - Owner of deployment plan for Windows 10 migration
* Overseeing the deployment engineers for device builds and floor walkers for end user issues to be resolved
* Working with the Windows 10 Project manager to produce the Windows 10 user deployment Plan
* Schedule in users for their migration slots
* Ensure deployment engineers and floor walkers have a plan ahead of the users they are migrating
* Management of the movement of the deployment team from site to site
* Responsible for the analysis of the data to establish an accurate data set of staff, Business applications, current IT hardware, office location, contact details, etc.
* Supporting the project team by assisting in the production of targeted reports that will identify specific user groups within the organization

AUG 2016 – MARCH 2018 PMO, QBE

* Pro-actively identified organizational impact, documented business process changes, and managed these changes with the project team.
* Provided timely and accurate status updates to the Project and Project manager
* Documented requirements for internal and external development teams using business & application knowledge to review functional requirements specifications.
* Ensuring that business requirements are translated to produce functional and technical specifications
* Conducting regular reviews and maintain the Risks, Assumptions, Issues and Dependencies (RAID)
* Participating in daily stand-ups and scrum within scrum meetings
* Responsible for engaging with customers and client services to gain a deep understanding of their business requirements and guide the business regarding technical/business solutions

FEB 2012 – JULY 2016 PSO, VODAFONE

* Working with the Business staff to produce comprehensive requirements and detailed specifications for existing and new financial functionality, interfaces, and reports.
* Analyzing enhancement requests, defects and other issues, translating them into professional specifications
* Documenting outstanding issues into summary format for periodic communication to the User Group for prioritization and subsequently to Steering Committee and Project Sponsors for approval of priorities.
* Maintaining the database of enhancement requests, issues and bugs, recording status, monitoring progress and acquiring user specifications
* Developing and analyzing business requirements for all various projects.
* Translating business requirements into detailed functional specifications (e.g. use cases, system requirement specifications, etc.

DEC 2007 – JAN 2012 BUSINESS RELATIONSHIP, NW

* Working closely with the project’s Senior Responsible Owners (SROs) to propose, agree and deliver appropriate project governance arrangements
* Taking ownership of service issues
* Lead in alerting, reporting and monitoring of live services
* Reporting against SLA and KPI’s, producing timely, accurate management information
* Proactively engaging with major incident management
* Assisting with continuous service delivery improvement initiatives
* Trend service performance, assist with capacity management and longer-term planning
* Monitoring service performance and responding appropriately to alerts

EDUCATION

* PRINCE 2 FOUNDATION
* MEMBER OF THE INSTITUTE SALES AND MARKETING MANAGEMENT
* BACHELOR DEGREE IN MARKETING AND HUMAN RESOURCE MANAGEMENT

INTERESTS AND HOBBIES

• Cycling – Keen Cyclist

• Badminton – Casual Player • Gym – Active Gym User

• Running – Active Runner