**OA**

**Role:** Project Manager

**Professional Background:**

* Qualified pragmatic **Project Manager**, with over **10 years’ experience** delivering both IT Change and Business Change projects in Private and Public Sectors. Experienced in project and **programme delivery roles**, acting as a catalyst in project environments to bring creative ways of working to business challenges while forming a result driven cohesive team.
* A certified practitioner in PRINCE2, **AGILE**, CHANGE MANAGEMENT, **SCRUM MASTER** and PMP training, with an engineering background.
* **Customer focus** - Focused on delivering results, in line with business strategy, while employing best practices. Ensured organisational profitability by achieving milestones.
* Confident working **knowledge and delivery of technical complex issues**, for example, Cloud architecture (micro services); Digital Platforms (**Ecommerce**, Web, Mobile, CRM), using Scrum and Kanban frameworks in the stage and production environment.
* As a **Project Manager**, has a comprehensive knowledge of project management solutions to **deliver end-to-end IT projects**, which engender awareness and focus on customer oriented solutions, taking into account the costumer expectations, scope, time, risks and costs.
* Project / concurrent work streams delivery of varying budgets ranging £500k to £30million. Understanding new concepts quickly and determining their associated priorities and resources.

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| **General Skills:**  ***Analysis & Processes*:**   * Data collection, analysis, interpretation and reporting of information. * Analysis, development and implementation of quality processes control. * Proposed (**CRM Salesforce** application) continuous business improvement processes (process re-engineering) – SEDEX PMO Team.   ***Tools:***   * Microsoft: SharePoint; Project; Visio; Office tools including Excel; Primavera P6 * JIRA; Atlassian; Confluence; * Smart sheets; * Trello; * **ecommerce/ mcommerce, Digital Payments**; * **Cybersecurity**; * **PCI-DSS**; * Salesforce; * SAP system; * Business Objects; * MapInfo; * LAN/WAN Topologies; * TCP/IP; * Servers and Virtualisation; * Desktop Deployment / Refreshes. |  | **Languages:**   * English, Native   **Soft Skills:**   * Leadership: Effectively managed across a matrix team of 10 – 30 personnel. * Proven motivational team builder, for example, with solid employee and customer relational management skills. * Ability to adapt to multicultural environments. * High capacity for self-criticism. * Aptitude and desire for continuous learning.   **Education:**   * MSc in Broadband and Mobile CommunicationsNetworks**.** University of Kent * BEng (Hons) in Electronic Engineering. University of Manchester Institute of Science and Technology |
| **Additional Education:**   * 2018: CERTIFIED SCRUM MASTER (CSM) Certification and Training * 2017: PCI-DSS version 3.2 Training and Awareness * 2017: Managing for Success Training for Managers * 2015: AGILE Management Practitioner (2000321622) qualification from APMG * 2015: Change Management Practitioner (2000327176) qualification from APMG * 2013: PRINCE2 Management Practitioner (P2R/661593) qualification from APMG * 2013: Attained Risk Management PMI Training (2758116 PMI Membership) * 2012: Attained PMP: Project Management Practice Training | | |

**Work Experience:**

* **Project Delivery Manager** - From Sept 2019 to Present – Santander UK
  + **Main role and responsibilities**: Product Delivery Manager in ABACUS Project.
    - Responsible for coordinating and delivering IT change projects to facilitate organizational transformation.
    - Responsible for interfacing with both internal and external stakeholders to deliver customer outcomes on time and to budget.
    - Maintaining project plan (including key activities) with collaboration of resources in weekly and daily stand-up meetings.
    - Monitoring and updating the RAID register for project dependencies, deviations, and any execution issues. Issued weekly reports to senior management.
    - Producing documentation for the handover support model (ABACUS project) in collaboration with management and subject matter experts.
* **Project Delivery Manager** - From Apr 2019 to Sept 2019 – Vodafone UK
  + **Main role and responsibilities**: Product Delivery Manager in Group Network and Transmission Engineering Business Unit:
    - Responsible for coordinating and delivering IT change projects to facilitate organizational transformation.
    - Acting as the single point of contact for multiple IT transformation with the responsibility for overall project coordination and delivery.
* **Project Delivery Manager** - From Nov 2018 to Mar 2019 – DevOpsGroup
  + **Main role and responsibilities**: Product Delivery Manager in DevOpsGroup IT Consultancy - Enabling High Performance IT:
    - Responsible for facilitating and coordinating client workshops and surveys to gather data and information for analysis and recommendations.
    - Working with solutions architects and devops engineering team to design and implement automation systems for clients, AWS/ Azure cloud migrations (micro services), devops toolchain ensuring continuous delivery and integration.
    - Responsible for interfacing with both internal and external stakeholders to deliver customer outcomes on time and to budget based on the Agile framework (scrum/ kanban).
* **Project Delivery Manager** - From Nov 2017 to Oct 2018 – Sedex
  + **Main role and responsibilities**: Product Delivery Manager in Sedex - Global Data Analytics Solution Provider:
    - Responsible for the software development of AWS cloud migrations (micro services architecture) (£300k) in a hybrid Agile and Waterfall project environment. Turning business needs into technology requirements in a multifaceted role.
    - Responsible for facilitating scoping sessions to validate requirements, process maps and to encourage stakeholder participation to ensure buy-in and secure quick wins.
    - Responsible for the Customer Relationship Management (CRM) experience using Salesforce applications. Executing tests to ensure that the Salesforce configuration meets the PMO requirements and solution design.
    - Accountable for leading multi-functional teams which comprise of DevOps Engineers, Architects, QA, Scrum Master and Business Analysts. Overseeing virtual technical team during the testing cycle, owning the resolution of defects pertaining to requirement and design refinement.
* **Project Delivery Manager** - From Jul 2016 to Sep 2017 – ACI Worldwide
  + **Main role and responsibilities**: Product Delivery Manager in ACI Worldwide **FinTech Multinational:**
    - Responsible for using best practices for identifying risks, issues and dependencies; managing change actions, ensuring interventions were identified while maintaining business buy-in to change the plan.
    - Responsible for capturing, refining and prioritising business requirements using user stories and acceptance criteria. Analytical problem solving and proactive customer service.
    - Responsible for the software development life cycle (SDLC) of software solutions (£300k) in a hybrid Agile and Waterfall project environment.
    - Accountable for story gathering and Agile grooming sessions, while working alongside the Product/ Development Manager and Scrum teams on artefacts such as product backlog, sprint burndown and release burndown. Identifying, tracking and managing project risks.
    - Accountable for Salesforce, JIRA and Confluence administration, providing both internal and customer facing communications and escalating processes.
    - Responsible for coordinating distributed matrix teams across different worldwide locations and time zones in a culturally diverse environment.
* **Project Delivery Manager** - From Jan 2011 to Jun 2016 – Total E&P
  + **Main role and responsibilities:** Product Delivery Manager in TOTAL E&P Petroleum Multinational Oil and Gas:
    - Responsible for strategic initiative by achieving a major (monetary) milestone in delivering the construction of two access bridges to specified (ISO standard) quality and safety compliance.
* **Product Manager** - From May 2010 to Dec 2010 – Capita IT Services, London, UK
* **Prog. Manager Analyst** - From Nov 2009 to Mar 2010 – Southwark PCT, London, UK
* **Programme Analyst -** From Jul 2009 to Sep 2009 – Newham Council, London, UK
* **Project Manager** - From Jan 2009 to Jun 2009 - Essex County Council, Chelmsford, UK