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Consultant

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About

A proven, successful consultant able to deliver a unique depth & breadth of experience with gravitas, passion & enthusiasm to produce results under extremes in today's digital/cloud transformation environments. Both skilled & experienced to wear many hats:

- Programme Manager
- (Service) Delivery Manager
- Solution Architect
- Scrum Master
- Senior Project Manager
- Test Manager
- Architect Manager
- Product Owner

Adding true value to client objectives in Integration, CRM, ERP, Information & IT-security, API & application development as part of cloud & digital transformation objectives including infrastructure (cloud & on-prem), data-centre, desktop, B2B, security, network and data in a mixture of COTs & custom solutions.

University educated, combining excellent commercial acumen with technical prowess, maintaining the 'big picture' alongside a keen eye for detail and a 'right, first time' philosophy, together with the intuition to 'see around the next corner'.

Confident developing end to end strategies and road maps with senior executives and working closely with peers to create pragmatic, efficient and effective plans, before driving them through to successful completion for end users.

Skilled & certified in the application of recognised methodologies across the full SDLC, especially in 'difficult', time sensitive, complex & 'recovery' projects. Able to adapt to Agile, Waterfall, & blends thereof.

Adept at communicating effectively with peers & stakeholders across all levels, creating enduring relationships. Often seen as the person who glues everything & everyone together.

An excellent facilitator, team builder, collaborator and coach: considered loyal, hardworking and conscientious, demonstrating infectious enthusiasm, drive and energy to enable success for the team and the programme/project.

Experienced working on both sides of the 'consultancy fence' alongside major consultancies, service providers & 3rd party vendors.

Always looking for that challenge and the leap into the unknown

Driving Licence
Full UK – 0 Points

Favourite Drink
Coffee – Black Americano

Health
Excellent
Dedication
Maximum

Attention to detail
100%

Collaboration
Team Builder & Team Player
Attitude
Can do, will do

Completer Finisher
100%

Passion & Commitment
Un-rivalled

Experience
Extensive

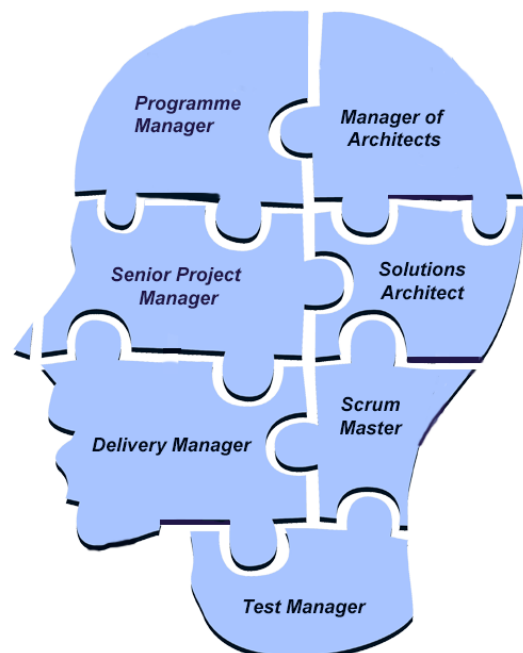
Honesty
100%

Listening
Constant

Education & Accreditations

- University of Salford degree in Electronic Computer Systems, graduation year 1981

P2P Prince2 Practitioner 	MSP Managing successful programmes
CSM – Certified Scrum Master 	TOGAF
CISM, Certified Information Security Manager 	ISTQB – International Software Testing Qualifications Board
ITIL 	Windows 7



i Demonstrable Experience

Business:

• Retail	• Government: ○ Central ○ Local	• Transport & Logistics • Supply Chain	• Insurance	• Financial
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Business projects:

• ERP	• Integration	• Cloud Migration	• Digital Transformation	• e-Commerce
• e-comm 24/7 + China	• CRM + Telephony	• Network Refresh	• Desktop Refresh	• Telephony refresh
• Identity management	• Application Migration	• Technology Lifecycle Management	• Tech Environment delivery	• Establish PMO

Roles:

• Programme + Project Management	• Stakeholder Management + Comms	• PMO, Planning, Budget management (P&L, profit & loss, costs)	• RFI/ITT/BAFO management	• Strategy
• Project Recovery	• Major Incident Management	• Change Management	• Service Management	• Test Management
• Delivery Management: ○ Blocker resolution,	• Scrum Master	• Product Ownership	• Infrastructure Lifecycle management	• DevOps
• Security: ○ Compliance ○ Identity Management	• Data Management & migration	• Design Authority	• Architect management	• Integration Design

Tools:

• Windows 10 (win10) • Google Desktop	• Zoom, MS-Teams, Skype	• MS-365: ○ MS-Project ○ Excel (advanced), ○ PowerPoint ○ SharePoint ○ Visio	• JIRA • Confluence	• ALM • SonarQube
• ServiceNow	• SOAP-UI	•	•	•

Technology:

• Salesforce Commerce Cloud	WebSphere Commerce	• Siebel, Oracle 11i / R12 Oracle CRM Financials (AP / AR / GL / P2P / O2C / OM)	• Legacy systems inc EPOS / POS Financials, BI Payments	• SAP
• Azure	• Oracle FMW, Oracle Fusion Middleware 11g / 12c / 18c: ○ ODI, ○ SoA ○ OSB	• Oracle RAC 11g / 12c / 18c, • Oracle GDS, • Veridata, • GoldenGate, • Exadata	• OTM, Oracle Transport Management	• OFPM, Oracle Fusion procurement contracts • FBDI
• Informatica PowerCenter	• Government gateway	• REST-API, JSON, • SOAP, WSDL, XML	• SSL, SAML OAuth2, OIDC, JWT, SSO, MFA, ADFS, LDAP	• IAM, CIAM, Gov.Gateway

☰ Experience

General:





- Matrix management of global team environments of c50+ team members and 9 direct reports for programme & test delivery on large projects or portfolio of projects, Waterfall, Agile, Fragile, Cloud, SaaS, PaaS, IaaS with large budget(s)
- Management of both business and technical development, business process, test, training and delivery/implementation teams. Sometimes seen as the oil in the engine & sometimes the engine management system.
- Management of stakeholders, adapting techniques relevant to the organisation and role from C-level to developer.
- Management, including, recruitment, motivation, discipline and building of small medium & large project teams
- Management of finances, budget .v. plan and value for money
- Extensive Risk & Issue management
- Excellent Communication skills, both written & verbal
- Ability to prioritize, being methodical, with absolute attention to detail
- Recent background in delivery of Integration frameworks
- Adaptable to change, in both focus and role as the needs of the client/assignment change, though not strictly hands on anymore
- Coaching, training, mentoring and line management of staff
- Extensive and advanced use of MS-Office, MS-project, MS-Visio, MS-365, Google desktop, SharePoint & Google Office
- Extensive use of Agile collaboration tools, JIRA, Confluence, MS-Teams, Skype, Zoom
- Extensive use of ITSM, Change/Service management platforms, including ServiceNow & Remedy in ITIL environments
- Experience of the challenges of introducing DevOps into ITIL environments
- Dealing across all phases of the Life Cycle of IT & Software development, from Business concept, business process, analysis, requirements, design, test, hand-over/cut-over, operations and closedown.
- Strong listener, able to influence others decisions
- Integration & API infrastructure
- Data migration, parallel running
- Major incident management
- Cyber Security aspects of design & delivery, Inc. ISO27001















Delivery/Project/Programme Management/Solution Architect:

- Delivery of:
 - ERP Project management – Siebel, Oracle CRM, Oracle 11i, Oracle R12, Financials
 - LAN/Network Refresh & VOIP rollout for call centres
 - Desktop Rollout/refresh from 100 to 10000 & 20000+ users (NT4, XP & Win7)
 - Identity & Access management solutions
 - Integration (Rest-API, JSON, SOAP, XML, WSDL, FBDI, SQL, SSL)
 - IAM/CIAM (SSL, SAML OAuth2, OIDC, JWT, MFA, SSO)
- Pragmatic application of Waterfall & iterative methodologies Inc. Prince-2, Agile (SCRUM / Kanban & CI / CD), RUSDP (rational) DSDM, AIM & OUM across the SDLC & Project delivery Lifecycles.
- Introduction of DevOps into ITIL Service Management environment
- General Project/Programme Management, including Project Initiation document (PID), highlight reports, Change & configuration Management, project planning, resource planning, budgetary control and recruitment, Project Closedown
- Certified Information Security Manager, CISM (ISACA)
- Management of the custom application delivery it's associated integrations and customisations (Inc. off-shore teams, on-shore & near-shore) using a mix of blended methodologies.
- Trouble-shooting and failed project recovery (project Management, Technical, Service Management)
- Develop and Manage overall project planning, including budget (P&L) and matrix managed resources
- Risk management, Issue management & dependency management Inc. RAID logs
- Extensive Stakeholder management and delivery of effective communication plans and RACI (Inc. End User)
- Ownership of procurement process (RFI / ITT / BAFO) including requirements generation, delivery and subsequent vendor review(s) and selection
- Supplier Management Inc. Oracle / IBM / Dell / Compaq and various recruitment organisations Inc. Off-shoring
- Data management Inc. Master & Canonical Data, Data Migration & Data Warehouse (Inc. ETL & data clean up)
- Extensive Business & Service Continuity & Disaster Recovery planning
- Implementation of training infrastructure & subsequent delivery to c10000 End users
- Establish centres of excellence, Oracle FMW & Azure
- IAM & CIAM preliminary work, requirements, technology, suppliers.

Assignment Summary

Client	Sector	Role	Duration	Renewals
SantaFe Relocation  https://www.santaferelo.com/	Mobility Digital Transformation Integration, Data, API	Project Manager/Delivery Manager / ScrumMaster for delivery of API projects, involving Salesforce, internal & external clients, using Informatica PowerCenter	Oct 2019 – Apr 2020	1
<p>Budget disappeared at renewal, due to COVID-19 issues!</p> <p>Establish reusable project management process for delivery of 3 current API projects</p> <ul style="list-style-type: none"> Establish Stakeholder relationships Internal & external Establish hybrid waterfall Agile delivery process based upon existing legacy methods Integrate with newly emerging PMO Manage lifecycle management of Informatica PowerCenter Delivery of Major API update (SOAP, XML, Rest-API, JSON, SSL, SAML OAuth2, OIDC, JWT) <p>Responsibilities:</p> <ul style="list-style-type: none"> Management and coordination of geographically dispersed Development Team (Inc. architects, analysts, developers & test) & Key Stakeholders together. Planning & Delivery of Cloud and development, implementation of APIs to back office Salesforce & 3rd Party mobility systems: API delivery plans & API update Plan Delivery management & ensure requirements are effectively managed Test management Incident management <p>Key Skills:</p> <ul style="list-style-type: none"> FrAgile: Prince-II + Agile (JIRA) + SharePoint MS-Project + MS-Excel reporting tools Issue + dependency + Blocker Management Requirements – HL& detailed requirements + SoW Scrum + Kanban (Stand-ups + retrospectives + Sprint Planning + backlog refinement) Waterfall – Risk/Issue/financial ITSM – Service management (salesforce tool) +PCNs Collaboration tools (MS-Teams, Office365, Zoom, Skype4B, SharePoint) Stakeholder Management Workshops + Show & Tell <p>Technologies:</p> <ul style="list-style-type: none"> Informatica PowerCenter Salesforce Commerce Cloud Legacy & 3rd party Mobility applications 				
Halfords (via Adaptivity – formally Wheeve)  https://adaptivity.co/  https://www.halfords.com/	Retail Digital Transformation Integration, Data, Security, cloud migration	Delivery manager / ScrumMaster for delivery of integration centre of excellence & integration aspects of e-Commerce migration from WebSphere to Salesforce	Nov 2018 – Jun 2019	2
<p>Not a standard role by any means and used many of my inherent skills very frequently!</p> <p>Digital Transformation programme:</p> <ul style="list-style-type: none"> Migration from WebSphere to Salesforce Implement an integration centre of excellence based on Azure <ul style="list-style-type: none"> SOAP, XML, WSDL, Rest-API, JSON, SSL, SAML OAuth2, OIDC, JWT) Implement Agile methods into a largely waterfall organisation Business transformation to merge two internal businesses onto a single platform <p>Responsibilities:</p> <ul style="list-style-type: none"> Management and coordination of Development Team (Inc. architects, analysts & 6 developers), Key Stakeholders together with Account management. Planning & Delivery of Cloud and Web development, implementation of integration APIs to back office ERP & CRM systems: Delivery management, ScrumMaster & some Product owner aspects & DevOps Kick-off Implementation of Agile methods & tools to deliver an integration centre of excellence Roadmap + SoW + WoW + PCNs + Deliverable management Assurance – scenario-based Integration testing + SonarQube code evaluation <p>Key Skills:</p> <ul style="list-style-type: none"> Agile (JIRA + Confluence) 				

	<ul style="list-style-type: none"> • Issue + dependency + Blocker Management • Requirements – Story / EPIC / feature management • Scrum + Kanban (Stand-ups + retrospectives + Sprint Planning + backlog refinement) • DevOps • Waterfall – Risk/Issue/financial • Collaboration tools (MS-Teams, Office365, Zoom, Skype4B, SharePoint) • Account management/reporting • Workshops + Show & Tell <p>Technologies:</p> <ul style="list-style-type: none"> • Azure • Salesforce Commerce Cloud • Legacy (SAP + WebSphere) + EPOS / POS 			
<p>IKEA (via Liaison Technologies – now OpenText)</p>  <p>https://www.opentext.com/</p>  <p>https://www.ikea.com/</p>	<p>Retail Digital Transformation Integration, Data, Security</p>	<p>Varied – Service Delivery Management, Project, Programme & Architectural Management of Products Team (SMEs / Architects) and their projects & lifecycle management of the Integration platform Major Incident Management</p>	<p>Oct 2017 – Sep 2018</p>	<p>2</p>
<p>Implement processes, procedures & ways of working to manage SME & Architectural deliverables in the integration space supporting hundreds of business-critical integrations using Oracle Fusion Middleware including SoA, OSB & ODI stacks with RAC databases across 20 or so production & test environments.</p> <p>Key achievements:</p> <ul style="list-style-type: none"> • Implemented 'light touch' PMO & project reporting for 10 Architects/SMEs <ul style="list-style-type: none"> ◦ PoCs for Veridata, Golden Gate, Oracle database Services, GDS & BAM • Successfully managed many major business critical incidents involving the Oracle Databases & FMW stacks <ul style="list-style-type: none"> ◦ DevOps into ITIL environment • Planned & Implemented seamless Infrastructure upgrades: <ul style="list-style-type: none"> ◦ Oracle RAC11gR2 to 12.2 database Upgrade ◦ Oracle Fusion Middleware 12c Upgrade • Managed product team aspects of MCTP (Multi-Channel transformation) including compartments, cloud, zero-downtime, 24/7, China Oracle 12c FMW & Oracle Global Data Service, GDS & security • Involvement in Design Authority especially security around China 				
<p>IKEA (via Liaison Technologies – now OpenText)</p>  <p>https://www.opentext.com/</p>  <p>https://www.ikea.com/</p>	<p>Retail Digital Transformation Integration. Data, Security</p>	<p>Varied – Project & Programme & Architectural Project recovery, Integration Design, Test Management & QA. Major Incident Management</p>	<p>Mar 2015 – Sep 2017</p>	<p>5</p>
<p>Recovery of challenging integration delivery projects/programmes involving 10-200 integrations using Oracle Fusion Middleware, including SoA, OSB & ODI stacks. Affording delivery management, using Waterfall & Agile techniques in conjunction with Test Management, through unit, system & system integration and performance test.</p> <p>Working within a rapidly changing shared service (& from an IT perspective perhaps immature) integration organisation that grew from 25 to 350 people in 3 years, across various projects, including:</p> <ul style="list-style-type: none"> • STMS (transport/logistics/contract management) Oracle Transport management & Oracle Fusion Contracts Management • Retail application transform (in-house software to COTs & 3rd party development, localised store-based integration management) especially EPOS / POS & BI <p>Key achievements:</p> <ul style="list-style-type: none"> • Recovery of the failed integration aspects of the Retail integration programme <ul style="list-style-type: none"> ◦ Review of design and timely implementation of recommended changes • Implemented 'A-Team' for major incident recovery of the business-critical Oracle Transport management integration infrastructure <ul style="list-style-type: none"> ◦ Facilitating key business stakeholders, third-party consultants, including Oracle 'ACE' personnel in addition to a broad range of IKEA techies • Performance testing of Integration infrastructure for key projects: <ul style="list-style-type: none"> ◦ Transport & logistics management ◦ Retail Stores • Measured performance improvement of ODI & SoA & OSB integrations & Oracle RAC 				

	<ul style="list-style-type: none"> • Various ways of working updates across development and support to improve development and support including shift to agile methods (Kanban) and DevOps • QA of 3rd party integration designs, especially for Transport & Logistics management • HLDs for 20 or so SoA, OSB & ODI integrations 			
IKEA (via Liaison Technologies – now OpenText)  https://www.opentext.com/  https://www.ikea.com/	Retail, Integration, Data	Varied – Integration Design & QA	Feb 2014 – Feb 2015	4
	Engaged to deliver HL-designs for integration solutions based around a migration from an in-house platform to a Liaison hosted platform. Recovery & ongoing QA of failing 3 rd party integrations of the Oracle Transport Management project. Then adding the integrations to handle logistics customs control. Also involved in defining new ways of working. Tackled these activities across various projects, including: <ul style="list-style-type: none"> • STMS (transport/logistics/contract management) Oracle Transport management & Oracle Fusion Contracts • Logistics & customs integrations • HLDs for 10 or so SoA, OSB & ODI integrations 			
Specsavers  https://www.specsavers.co.uk	Retail, ERP project, Integration	Senior Project Manager	Jun 2013 - Nov 2013	1
	To project manage 3 projects within the strategic change programme relating to Oracle r12 implementation into Denmark in a pseudo agile manner: <ul style="list-style-type: none"> • Oracle r12 Financials implementation (AP / AR / GL / P2P / O2C / OM) • OBIA EDW reporting and Oracle ADF-based call-centre application delivery • 60+ SoA services upon a new Oracle SoA middleware stack. Use of OUM (v6) to manage the technical deliverables RD.011, RA.090, EA.110, AN.100, DS.030, TE.020, TE.040, DS.140 & IM.090.			
Various:           	Local & Central Gov. ERP project, Integration, Security	Telecoms, Utilities, Insurance, Banking, Financial	Sep 1981 - Jun 2013	
	<ul style="list-style-type: none"> • Project Office Manager • Solutions Architect • Test Manager • Programme Manager (x2) • Technical Design Authority • Programme Test Manager • Project Manager (x2) • Technical Architect (x2) • Engineering Manager • Snr. Project Manager (x3) • R & D Manager 			

Most used skills

General

JIRA + Confluence
 Scrum . v. Kanban .v. Waterfall
 SAFE
 MS-Office + MS-365
 + Excel (advanced)
 + PowerPoint (advanced)
 + Visio
 Workshops:
 + Requirements / Backlog evolution
 + Test Case evolution
 Teams:
 Offshoring
 + Time-zones
 + 3rd Parties
 Team Meetings:
 Stand-ups
 + Morning prayers
 + Scrum Meetings
 Planning
 + daily scrum
 + retrospectives
 Demo sessions (scrum & waterfall)
 ITSM:
 Incident Management (in PROD)
 + Change Management (PCNs)
 DevOps
 CI/CD
 Cyber Risk (ISO27001):
 + What is most at risk to attack
 + Tracking threat vectors

Delivery

Vision
 Blueprint
 RFI/RFP
 Business Case
 Benefits Realisation
 Requirements Log/Backlog
 PID
 Stakeholder Management:
 Design Authority
 + Steering group
 + Communications Plan
 Plan on a page
 MS-Project GANTT chart + Release Plan
 Handover/Cutover Planning
 RAID Logs
 RACI
 Dependency management
 Weekly/Monthly reporting
 Budget (P & L)
 Change Management (ITIL)
 Training:
 + Strategy
 + Training Plan
 + TNA (training Needs Analysis)
 + Test Environment

Test

ALM
 Traceability Matrix
 Test Strategy
 Stage Test Plans:
 UNIT + SIT+ UAT
 + Performance
 + Operational
 Readiness
 + Penetration Test
 Defect Management
 Environment
 Management
 Acceptance
 Go / NoGo

Architecture

Standards
 Roadmap
 Proof of Concept
 High Level Design
 Data Governance / Management:
 Roadmap
 + Ownership, standards,
 + Compliance (e.g. GDPR)
 + Modelling
 + Interoperability
 + Historical .v. Current
 Data Migration:
 Clean-up:
 Redundancy
 + Duplication
 + Missing Data)
 + ETL
 Canonical Data models:
 Conceptual (screens)
 + Logical Data Entities
 + Physical/Normalised (XML)
 Data Mappings:
 Business Rules
 + Transformation / Orchestration
 APIs (Integration):
 RESTful Endpoints
 + Business Service Specification(s)
 + Contract (e.g. SWAGGER)
 + Business Object (JSON)