

SENIOR PROJECT & PROGRAMME MANAGER

- **A highly able, versatile & results driven Senior Project & Programme Manager** with 15 years of diverse experience in BSB, B2C, Wholesale, Retail, Digital, Travel, Technology, Consulting, FM & global corporate sectors
- **A collaborative approach to successful transformation leadership**, engaging with business stakeholders at C-level / Board & 3rd parties, delivering 'Fit for Purpose' systems & technology-enabled business change
- **Able to translate business requirements into tangible, realistic programme deliverables & outcomes.**
- **Highly accomplished**, able to design & execute effective project delivery strategies, vision & roadmaps
- **Experience of driving change management**, business transformation, service transition, project strategies, Target Operating Models, organisational effectiveness, continuous improvement and full benefits realisation

EMPLOYMENT HISTORY

EMEA PROGRAMME MANAGER (CONTRACT), Global Real Estate Co.

Jan '19 – Present

Responsible for standing up & mobilising key EMEA accounts within world leading FM company

- Managed the successful transition of a number of high-profile EMEA contracts
- Appointed Programme Lead for all account mobilisations in the Iberian Peninsula
- Achieved success in developing and implementing several team operational improvement initiatives
- Helped shape the strategic 2020 plan for the EMEA and Global Change Management team
- Recognised as the "go to" person for implementation reviews and performance turnaround work
- Provided recommendations to sales team for Request for Proposal (RFP) and bidding activities
- Full remit for execution of EMEA programme management processes, tools & other methodologies
- Engaged collaboratively with senior stakeholders, including production of status & progress reporting
- Development & tracking of all programme activities, ensuring successful achievement of deliverables
- Successful delivery of the EMEA SOX (Financial) audit, working and reporting to the EMEA and Global CFOs

GLOBAL UPM PROJECT MANAGER (CONTRACT), Unilever

Dec '17 – Oct '18

Responsible for all aspects of project leadership & management within a leading FMCG business

- Pioneered the scoping, design and delivery of a new global customer development operating model
- Parachuted-in to rescue & re-plan the inherited Global CD pilot in both Australia & New Zealand
- Creation & development of the Global CD programme deployment plan, engaging with stakeholders
- Acted as the Global PMO Lead for the analysis phase of the global roll-out, ensuring smooth delivery
- Full remit for execution of global programme management processes, tools & other methodologies
- Engaged collaboratively with senior stakeholders, including production of status & progress reporting
- Development & tracking of all programme activities, ensuring successful achievement of deliverables
- Achieved success in development and subsequent approval of the first ever global CD process maps

PROJECT MANAGER/TRANSFORMATION CONSULTANT, Bestway Wholesales

May '17 – Sep '17

Responsible for all aspects of project leadership & delivery within a leading UK wholesale business

- Operational transformation role, aligning operations and support to underpin the re-launch of digital
- Full remit for the rescue and recovery of failing projects and programmes on an enterprise basis
- Set-up the PMO function, including the development of project delivery documentation and tools
- Definition & delivery of the strategic network review, covering operations, logistics and distribution
- Subject Matter Expert (SME) to support strategic / tactical alignment by PMs & Business Analysts
- Project-led delivery of a new common 'Single Operational Process' across both Batley's & Bestway
- Championed design, communication and execution of GDPR audits, ensuring GDPR compliance
- Successfully rescued & re-started two key strategic projects, transforming the way depots operate

PROGRAMME MANAGER (CONTRACT), easyJet

Nov '15 – Dec '16

Responsible for delivery of a Transformation & Compliance Programme

- Focused on reducing easyJet's exposure to escalating disruption compensation costs (£110m FY16)
- Embedded new processes aimed at improving the way the airline manages any business disruption
- Co-ordinated a portfolio of 14+ projects, work stream alignment & control of key interdependencies
- Highlighted the airline's change capacity issues & their anticipated impact on programme success
- Subsequently-led the reprioritisation of a number of projects and the re-allocation of their resources
- Built a strong working relationship with Airbus to develop an aircraft predictive maintenance system
- Validated the programme, ensuring it was properly resourced, avoiding an additional £500k funding

PROGRAMME MANAGER/PROJECT MANAGER ROLES (CONTRACT), Tesco Stores

Nov '12 – Aug '16

Responsible for all aspects of Operating Model Change, Transformation and Programme Leadership

- Appointed to lead set-up and delivery of the largest operating model simplification within Tesco Plc
- Full remit for the change management readiness assessment, developing a new change strategy
- Managed programme interdependencies and overall plan alignment, engaging across the business
- Oversaw programme delivery budget, resources, risks & issues and deployment of risk mitigation
- Programme delivered £60m+ capacity release and step change savings into 400+ UK Tesco stores
- Achieved recognition for success as 'Employee of the Quarter' within the Business Support function

Responsible for operational transformation and delivery across Tesco 'Convenience' format

- Full remit for end-to-end project lifecycle management, including scope, planning and deployment
- Mentoring and coaching to graduates and junior project managers within the operating model team
- Set-up, managed and delivered a key programme of large-scale organisational change projects
- Identified and communicated any barriers to progress, ensuring the identification of change impacts
- Reduced the formats master product assortment by 15%, delivering £1m+ supply-chain efficiencies

Responsible for all aspects of project leadership and transformation, engaging across Tesco Stores

- Parachuted-in to a transformation & change role, delivering 'step-change' initiatives and programmes
- Focused on driving transition via supply-chain process improvement & product packaging innovation
- Collaborative engagement with senior-level executives, including advising on project success issues
- End-to-end project management and delivery, including project planning, scope, budgeting and risk
- Reviewed & validated the replenishment operating model, identifying possible step change savings
- Scoped the £8m "Simpler for Stores" (step change) savings during the first twelve months in the role
- Successfully delivered a £1.1m+ productivity saving & benefit through the frozen food "Self-facing" project

Professional Accreditation & Education

- Lean Six Sigma – Black Belt, Green Belt (Certified) & Yellow Belt
- MSc Business Project Management
- BEng (Hons) Mechanical Engineering

Additional Information

- UK Citizen
- Languages: Spanish (Native/Proficient), English (Fluent)