**Michael**

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Professional Profile

An experienced **Programme and Senior Project Manager,** with a proven track record of delivering global transformation & change programmes valued up to $50m and ‘best in class’ IT infrastructures & operations, which lead to efficiencies and maximised ROI. Demonstrates high levels of business acumen, shapes innovative strategic visions which align with corporate objectives & goals for leading organisations spanning the Public, Private, Financial Services, Aerospace and Microprocessor sectors. Establishes and consolidates global operations across the EMEA region and embeds robust processes, governance and controls to drive dramatic improvements including the major centralisation of disparate data centres. Consummate leader, who directs multi-disciplinary teams, engages with key stakeholders of all levels to secure ‘buy-in’ for large-scale transformations and takes ownership for the successful rescuing of failing programmes.

Key Skills & Core Competencies

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| * IT Project & Programme Management * Infrastructure & Systems Management * 20+ Years Financial Services Experience * Programme Governance & Controls * Third Party Supplier Management * Stakeholder Relationship Management * Global IT Operations * ITIL Foundation Certification | * On & Offshore Team Leadership * PRINCE2, Agile & Waterfall Methodologies * $Multi-million Budgetary Management $50m+ * Transformation & Change Programmes * Mergers & Acquisitions * Data Centre Management * Lean Six Sigma (Green Belt) |

Career Summary

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| **May 2016 to Date:** | **IT Integration Programme, Senior Project / Programme Manager, Willis Towers Watson.** |

* Primarily responsible for managing the Integration of Gras Savoye entities into WTW Group across EMEA and APAC. (28 Countries, 2000+ Staff)
* Management of globally dispersed M&A, Legal, Compliance, HR, Branding and IT Teams from initial consultation through to due diligence and integration activities. (30+ Resources)
* Integration of multiple Insurance systems, data strategy and consolidation following regional Data compliance legalities. European Data Centre design and implementation.
* Leading all communications with key CXX level stakeholders, external suppliers Service Owners and Business team leads. Mitigating risks and issues, track progress and verify acceptance criteria for Integration plans and Technical designs.
* Procurement of IT Infrastructure in excess of $30m
* Defining and implementing an Agile approach to working utilising mobile workplace technology and collaborative tools enabling office consolidation and creation of new workspaces.
* Implementation of Cloud based services such as O365, SaaS Broking and Finance Platforms, SSO and IaaS.
* Migration of Legacy Exchange on prem/ Hybrid Cloud Architecture.
* Skype for Business deployment inc FMC (Fixed-Mobile Convergence)
* Creation and implementation of a Shared Services Environment for CEEMEA.
* Executive Leadership Team Governance to report financials, schedules and critical success factors. Review all release documentation and control implementations across EMEA & APAC.
* Defining and establishing the operational processes required to run critical business applications.
* Communicating infrastructure concepts and principles to a varied audience. Building consensus with IT Management, operations leaders, peers and across the Group IT community.

***Key Achievements*:**

* Defined the new Project Delivery Framework, Transformation and Governance Strategy.
* Created new collaborative work spaces and enabled, using proven tools, a more flexible approach to working.
* Utilised an effective IT Model for Mergers & Acquisitions produced in a previous role to support rapid on-boarding of users and additional company systems.

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| **April 2015 to May 2016:** | **Software & Infrastructure Programme Manager, ARM. Global Platforms** |

* Primarily responsible for managing the delivery of all data centre improvement programmes affecting the ARM Platforms, Software and Global Network Infrastructure. Direct globally disperse project teams.
* Control budget in excess of $50m and handle all pre-execution surveys & planning for proposed projects including the Scope of Work detailing in-depth cost and time estimates.
* Plan all aspects of complex programmes & projects such as resource allocation, governance, test & deployment schedules and stage gates, aligned with PRINCE2.
* Lead all communications with key stakeholders and external suppliers including Service Owners and Global Service Desk. Mitigate risks, track progress and verify acceptance criteria for migrations.
* Attend Executive Leadership Team Governance to report financials, schedules and critical success factors. Review al release documentation and control implementations across EMEA, APAC and US.

***Key Achievements*:**

* Defined and Managed a RFP for the procurement and delivery of a Global Identity and Privileged Access Management Solution for Internal and external access inc IaaS.
* Managed the discovery and packaging of 300+ applications including COTS using Spice works Discovery and Admin Studio tools.
* Drove the Global WAN Optimisation of Circuits (BT, Virgin, Verizon, Level3) / Load Balancing (F5) and optimisation of traffic (Silver Peak).
* Handled the seamless data centre relocation and co-location across EMEA, APAC and US, including the provision of new officers due to mergers & acquisitions.
* Acted as a member of management team who defined the new Project Delivery Framework Waterfall to Agile Transformation and Governance Strategy.
* Generated £100k per annum cost reduction in telephony with removal of Legacy analogue telephone system and move to IP Based system.
* Successfully recovered the failing Global Firewall Refresh and delivered within budget/timescales.
* Managed Exchange to Office 365 & Azure Transformation Programme for ARM’s Digital Strategy Roadmap.
* Produced an effective IT Model for Mergers & Acquisitions which supported rapid on-boarding of users and additional company systems.

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| **Dec 2013 to Apr 2015:** | **Programme & Senior Project Manager, Essex County Council** |

* Fully accountable for a major transformation programme as part of a wider initiative ‘Mobile & flexible Working Cultural Transformation. Controlled budgets, governance and end-to-end programme delivery.
* Directed six Project Managers, PMOs and Change & Communication Specialists, in addition to two external partners. Oversaw all transition and management of BAU support functions.

***Key Achievements*:**

* Successfully delivered critical elements of programme*:*
  + Worked with property teams to design/deliver new work spaces for relocation as part of Cultural ‘Work is something you do, not somewhere you go’ change affecting 10,000+ User base.
  + Deployed: Lync telephony to 8000+ users, Office 365 for key Social Care Groups, SharePoint 2013, Azure (IaaS & PaaS) POC, Microsoft Biz Talk Enterprise Server Bus, NetApp SAN and Mitel MCD/CCM for Contact Centre, Service Desk and Coroners Service 300+ Agents.
  + Handled migration of: Office 2010 to Office 2013 for 10,000+ users, VMWare to Hyper-V, Exchange 2010-2013 plus Sophos Pure message integration.
  + Identified and handled SAP ERP/ERM Programme interdependencies.
* Attained NGN (Next Generation Networking) programme 2014 Winner of the “Best Enterprise Mobility Project” at the UK IT Industry Awards.
* Programme acted as a major contributor to the successful cost reduction of £90m for ECC in 2014.
* Overall results of user satisfaction survey showed over 90% of users were satisfied or very satisfied with the new “Work is something you do not somewhere you go” way of working, in addition some 20% of users choose to work in the evening and at weekends.

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| **Dec 2012 to Dec 2013:** | **Senior Technical Project Manager, Serco Global Services** |

* Managed a portfolio of transformation projects through entire lifecycle from scope, initiation, budgeting and scheduling, through to progress tracking, stakeholder management and final deployment.

***Key Achievements*:**

* Succeeded in driving the successful delivery of*:*
* Windows 7 rollout (14,000 Clients) Inc. virtualisation for Quest vWorkspace hosted VDI.
* Microsoft Lync 2010/2013 design, implementation and deployment. (circa 8000 users)
* SharePoint 2007 to 2010 upgrade / migration.
* Microsoft Forefront Identity Manager Implementation.
* VMware to Hyper-V server migration.
* Active – Active Data Centre Consolidation Programme, NetApp 2 x3160 to 2 x FAS3270s and 2050 to 2240 SAN migration to a fully managed ODA (On Demand Advantage) solution and Cisco Nexus switch installation.
* Application packaging of c.700 HCC applications. (App-V. MSI)
* SCCM 2012 implementation and deployment and Win Intune SCCM cloud integration.
* Office 2010 Rollout Inc. Exchange 2010 and Cloud 365 implementation.
* Windows 8 & Office 2013 pilot investigation programme.
* SAP ERM Implementation with SAML Token Authentication and OU Synchronisation to Active Directory.
* Server consolidation programme utilising Cisco UCS Blade architecture enabling co location of partner data centre.

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| **Sep 2012 to Dec 2012:** | **Technical Project Resource, AXA Insurance** |

* Took charge of the implementation of a Windows 7 migration and hardware refresh that involved the control of all risks & issues, database migration to new SAN storage and Brokasure version update.

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| **Jan 2012 to Sep 2012:** | **Interim Head of IT & Facilities, Global VIP Aviation Service Provider** |

* Acted as a critical part of the management team for the establishment of Europe’s largest ‘State of the Art’ VIP Aviation facility including the design/deployment of a clustered high availability ‘virtual’ solution based on HP hardware and Win 2008 Server, following consultations with senior stakeholders.
* Handled the seamless engagement of all resourcing including external suppliers and the full handover of operations to US support staff.

***Key Achievements*:**

* Succeeded in delivering major elements of new VIP Aviation facility:
  + Relocated 800+ staff from Ft Lauderdale Florida to Stansted
  + Completed major refurbishment of largest clear span hanger in Europe in readiness for London 2012 Olympic Games.
  + Management and implementation of: Microsoft System Center 2012, messaging platform involving Exchange 2010/Hosted Exchange/Office 365, SharePoint 2010 and FBO One Software & Apple IOS application development for iPad.
  + Deployed mixture of Thin Clients, Desktop’s (Windows 7), Notebook’s, Apple and Blackberry devices.
  + Managed NW Infrastructure Cisco 6500 core switches with 16 satellite cabinets.
  + Led Voice implementation of Cisco unified communications solution, VoIP using SIP Trunks.

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| **May 2005 to Jan 2012:** | **Technical Project Manager/Project Lead, SR Technics (Mubudala) Inc.** |

* Joined the organisation in 2005, acted as UK Project Lead for EMEA Programme Office which included all global IT projects such as an IT Transformation Project to amalgamate all server environments into a central data warehouse in Switzerland, desktop refresh and WAN links to four major sites across EMEA.
* Progressed into the position of Technical Project Manager in 2008, responsible for a number of project implementations and the high level planning of PMO/FMO operational needs & deliverables.
* Managed the 2nd and 3rd line support staff within the SRT IT Operations Centre run by HP and ensured service delivery & processes aligned with ITIL and Six Sigma.

***Key Achievements*:**

* Defined/delivered the consolidation of numerous EMEA regional Data Centres in a single central Data Centre in Zurich including optimisation of Global WAN links saving some CHF15m p.a. for the client.​
* Led the rollout and training of AMOS application to line maintenance sites for SRT client EasyJet.
* Delivered SAP HR Time & Attendance Project across UK and European Line Stations.
* Drove the deployment of an Avaya IP Telephony solution.

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| **03/2005 to 04/2005:**  **02/2005 to 03/2005:**  **01/2004 to 02/2005:**  **01/2003 to 01/2004:**  **09/1996 to 12/2002:**  **02/1993 to 07/1996:**  **02/1989 to 12/1992:**  **10/1985 to 01/1989:** | **Server Support Manager (Contract), Logica CMG**  **Deployment Lead (Contract), ITNET PLC**  **Project Director, Millhouse Insurance Group**  **Principal Consultant, Houlder Insurance Group**  **Head of IT, Triton Insurance**  **IT Manager, UniCredit (Suisse) Bank SA**  **Project Manager, SHL Systemhouse Europe**  **Hardware Engineer, ARC (UK) Systems Ltd** |

Education, Training & Certifications

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| * **MCSA, Cisco CCNA, ACE Altiris Certified Engineer** * **Juniper JNCSP-ENT** * **Riverbed RCSA** * **HND Business Management Studies** * **Project Management Techniques** * **Azlan IT Training:** Networking Essentials ,Deploying and Supporting Windows NT, LAN / WAN design ,Novell Netware 3.11 Systems Administration, Compaq ProLiant installation and configuration ASE * **ITIL IT Service Management Certification** * **PRINCE2 Practitioner** * **Six Sigma Green Belt Training** * **5S Methodology** * **Certified IT Professional, British Computer Society (BCS)** * **DfT Avsec Level A Trained, DfT GSAT** * **Outcomes Based Accountability** * **MBCS CITP, British Computer Society (BCS)** * **ITIL Foundation** * **MSP Practitioner** * **MSCE, Microsoft** |  |