

ABOUT ME

EXPERIENCE IN END-TO-END DELIVERY,
SERVICE MOBILISATION, PROCESS
IMPROVEMENT AND EXECUTION
INITIATIVES, PRODUCT DEVELOPMENT,
IT DELIVERABLES

ACROSS PRIVATE AND PUBLIC
CORPORATE ENVIRONMENTS
WORKING WITH STAKEHOLDERS
AT ALL LEVELS.

SKILLS

ITIL V4 FOUNDATION
AGILE FOUNDATION
PRINCE 2 PRACTITIONER
LEAN SIX SIGMA
MICROSOFT MSP & VISIO
MICROSOFT OFFICE
MICROSOFT TEAMS

EDUCATION



CARDIFF UNIVERSITY, 2007
2:1 BSC (HONS)
ENVIRONMENT SCIENCE



COLLEGE
A LEVEL (B, C, C, C)
GCSE (10A*-B)

EXPERIENCE

HEALTHCARE (NHS SCAS)
RETAIL

PROJECT / CHANGE MANAGER

EXPERIENCE

IT PROJECT MANAGER

(2018-2020)

- Delivering IT strategic projects for a Food Retailer across their Central & Common Platform and Supply Chain & Logistics.
- Deliverables include application migrations, service re-design, hardware & software procurement and deployment of productivity standard applications. Experience includes end-to-end management of the IT project lifecycle, use of waterfall or agile methodology where suits. Managing resources onshore & offshore in a cross-matrix environment and facing into business stakeholders.

TRANSFORMATION PROJECT MANAGER

(2016-2018)

- Delivering process improvement project related to improved availability alongside legislative projects with severe implications to brand and potential financial sanctions. Working in partnership with Commercial, Supply Chain, Logistics, Audit and Legal, reporting to the Food Exec to deliver assurances to an external government body.
- Deliverables included improvements across Commercial and Supply Chain within food retail – improvement in forecasting in good faith, green laneing, transparent charging, supplier dispute resolution, supplier de-list process, colleague knowledge transfer on GSCOP & Competition Law.

SERVICE DEVELOPMENT PROJECT MANAGER

(2015-2016)

- Delivering projects that support the Commercial Team within the Emergency Services. Involved partnering with the Commissioning Bodies and wider team project team to deliver new and sustainable services.
- Deliverables included mobilizing 2 x Non-Emergency Patient Transport Services (NEPTS), 1 included secure transport.
- Mobilizing a wholesale medicine logistics delivery service
- Mobilizing a logistics service for bloods, linen and post.
- Process improvements within Patient Care Services.
- Tender writing to support bids for NEPTS.

BUSINESS CHANGE PROJECT MANAGER

(2010-2015)

- Deliverables include - creation of new colleague contract and payroll system to support managing T&Cs. A new driver induction, training programme 'Warehouse to Wheels. Co-authored strategic papers for senior exec on resourcing profiles across distribution.
- Training programme for National Transport Planning
- Step-change improvements in Transport Execution schedules.