

ALEX SHAPLEY – PROGRAMME MANAGER / PROJECT MANAGER

SUMMARY OF RECENT POSITIONS

Dates	Position	End-Client	Responsibilities
2008	Programme Manager	Pearson	Management of Royalties Portfolio and the highest profile project within portfolio
2007	Interim Change Management Cons	Christie's	Interim Change Management Consultancy (as cover for incoming Director on gardening leave)
2006-2007	ECM Portfolio Manager	Capita	Initiation of Workflow / Imaging / EDRMS projects. Re-definition of predecessor project
2006	Portfolio Manager	Virgin Media	Portfolio Definition of five customer facing projects in confidential Re-brand Programme
2005-2006	Senior Project Manager	Kavanagh Systems Limited (to Telco)	Portfolio Management of £5m+ DataCentre refresh projects via SI. Mentoring PM's
2005	Interim Programme Manager	DWP (via CGEY) SCS – Grade 5	Creation of Programme Mandate & Programme Brief; high level definition of 34 projects
2005	Interim Programme Manager	The Insolvency Service (Executive Agency of the DTI)	Programme Management of 'IaP' & 'DaP' processes (MSP definitions) for efficiency programme. Led Director 'Vision' Teams
2004-2005	Senior Workflow Project Manager	The Insolvency Service (Executive Agency of the DTI)	Project Management of Start Up & Initiation stages of e-Gov Case Management project to deliver company wide remote access, document management/imaging, EDRM, workflow system
2004	Project Management Consultant	Dubai based Wealth Management bank	Project & Risk Management Consultancy for 19 current & potential projects in Dubai & Europe
2002 – 2003	Business Programme Manager won award	Lloyds TSB plc £23.5m delivery for upgrade of 1850 sites refreshing 46,000 PCs (£3m Initiation/Pilots)	Establishment of Programme and Management of Initiation/Pilot tranches to enhance customer service, transaction times, printing, ATM, etc. CEO signoff after Pilot to 245 sites (2003) following Proof of Concept pilot (2002)
2001	Interim Programme Manager	AXA-Shared Services Limited @ AXA-PPP	Programme Management of Data Centre Consolidation, in-source of mainframe, unix
2000 – 2001	Service Delivery Project Manager	Cable & Wireless (part of £66m prog)	Management of Service Delivery function for Global Process Automation (ERP) Programme
1997 – 1999	Programme Manager	Yorkshire Electricity Group plc – £6.1m	Programme Management of company-wide technology refresh 3,500+ clients. 50+ staff
1996 – 1997	Group Portfolio / Project Manager	Environment Agency £3m +	Group Portfolio Management – Northern Group IS Projects. Relocation/Network/Development
1996	IS Project Manager	Post Office c. £750k	Initiated/Managed multiple small projects
1996	IS/BPR Consultant	Black Horse Fin Serv	QA for AWD Workflow system implementation
1995	Int'l BPR PM	American Express	BPR, Change Control setup, 47 PID's
1994	Relocation PM	NatWest c. £850k	Managed 550 user relocation and IS upgrade
1994	Relocation PM	Merrill Lynch	Managed 5 site relocation and macro team

PERSONAL DETAILS

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		email:	alex@cm-pm.com
		web:	www.cm-pm.com
Civil Status:	British, single	Driving Licence:	UK – Full
Health:	Good	Age:	40 years at 18 April 2008

PERSONAL PROFILE

- 15 years Programme, Portfolio & Project Management
- Business focussed with commercial acumen. Strong customer-facing communication skills. Collaborative approach with proven history of high quality delivery based on rigorous requirements gathering / definition. Risk focussed. Process minded with a quality ethos
- Managing Successful Programmes Advanced Practitioner [MSPR/5883](#)
Prince2 Reg Practitioner [P2R/016531](#) ITIL Service Management Foundation [P831178](#)
AIIM ECM (Enterprise Content Management) Practitioner (ECMPR-C-100)
Member of APM [R29779](#) (SIG: Risk) Member of PMI [400564](#) (SIGs: Risk & Quality)
- Experienced in all aspects of Programme Management, Project Management and Project Office Management, with good leadership and people management skills
- Experienced in establishment of PMO (corporate and specific) and PSO
- Proven experience of delivery of solutions within budget and time scales
- Full Change Management life cycle experience from Initiation to Closure
- Extensive experience of Programme & Project Assurance and (in)formal OGC Reviews
- Extensive experience of coaching / mentoring Project Managers and Stakeholders
- Successful previous management of:
 - programmes, portfolios of projects, projects, project managers and project teams
 - multi-site / multi-country projects, relocation, integration & separation projects
 - COTS based systems approach (Commercial Off The Shelf)
 - Business Process Re-Engineering / Management (BPR / BPM / BPA) projects
 - Workflow / BPA, document imaging / management & EDM/EDRMS projects
 - information / records management / ECM projects; HR & payroll projects
 - ERP, CRM, accounting and banking projects
 - in-sourcing / out-sourcing (insourcing / outsourcing) projects
 - asset, configuration & clean management projects
 - infrastructure / storage rollout and upgrade / refresh projects
 - application development, upgrade and rollout projects (onshore / offshore)
 - business / IS Strategy development
- Previous experience within Government, Financial Services, International Banking, Investment Banking, Retail Banking, Insurance, Telco, Utilities, Retail and Oil / Gas
- Open minded and flexible, pragmatic, innovative and creative, good problem solver
- A dedicated professional with a commitment for excellence