



## ICS DreamTeam Member No 2152 CV

### Profile:

A versatile and highly motivated Services, Programme Management and Business development professional, with a proven record of success gained within Global blue-chip IT organisations.

- Successful business development & Services Account Management leadership in UK/Europe, Eastern Europe and Central Asia Regions.
- Experienced in UK & International Programme management.
- Ability to develop and maintain effective relationships with key personnel within large Accounts and Public Sector with outstanding customer satisfaction.
- Complex Programme Management
- Identifying business needs and proposing commercially viable solutions
- People Manager across cultures and disciplines
- Building and leading cross-functional teams and developing people
- Identifying opportunities and managing an efficient path to closure
- Client account management
- Partner Management
- Emerging markets start-up & growth knowledge with leadership and vision to succeed

### Work Experience:

From – To: July 2009 - Present

Role Title: Owner of independent consulting business

Description: Working with global Anti-virus software company, AVG Technologies HQ in Czech Republic as PM to transform their e-commerce business & systems. Now leading AVG to integrate their new subsidiaries into their existing financial systems and corporate infrastructure. (Prince2 environment)

Customer: JW Consulting

From – To: August 2007 – April 2009

Role Title: Senior Engagement Manager

Description: Development of the Microsoft engagement pipeline, including client engagement, qualification, developing & shaping opportunities into viable solution propositions within Public sector such as Essex County Council & HMRC; Financial industry clients such as Lloyds TSB, Beazley, CitiBank and Services & Manufacturing Customers. Managed a multiple portfolio of engagements including Microsoft led delivery of mission critical solutions. Orchestration of propositions to contract, followed by complete management & accountability for the subsequent delivery programme to the satisfaction of all stakeholders (customer, partner & Microsoft). Expanded existing programmes through developing a 'trusted adviser' relationship to help customers realize the full value of their investments.

- Full P&L responsibility.
- Formed & led successful programme teams
- Worked with Customer stakeholders to define expectations & manage successful delivery achieving outstanding customer satisfaction results.

Customer: Microsoft Ltd – Based in UK



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**From – To:** August 2006 – August 2007  
**Role Title:** CEE emerging markets Business Development Manager – Central & Eastern Europe - Based in Moscow, Russia  
**Description:** Following significant reorganisation of Central and Eastern Europe HQ and the countries coverage model and after a short time as acting GM for the Cluster 4 Countries; he continued to develop and support the cross-segment business in those countries. Using acquired knowledge of the geography and emerging markets to build the development and support model & strategy for the emerging countries; 15 countries in total with 4 subsidiaries and planning new ones for the future. Reporting to the GM - Cluster 4.

- Developed support and development model for the Emerging Markets (C4).
- Delivered and achieved financial targets in Cluster 4 by working with Governments & commercial sector, strengthening IPR & legalisation, implementing localisation, coaching less experienced Country Managers, building and developing the partner ecosystem.
- Start-up Subsidiary revenue achieved: \$15.2M (Target achieved)

**Customer:** Microsoft – Based in Moscow – Russia

**From – To:** November 2004 – August 2006  
**Role Title:** Moscow Hub Lead  
**Description:** Appointed by Central and Eastern European Headquarters to manage Moscow based team and grow Microsoft's commercial business in the CIS Countries (excluding Russia); to Support existing Subsidiaries and to initiate and grow MS business in the non-covered Countries covering all segments. Reporting to GM CIS.

**Achievements:**

- Built, developed and managed a high performing team.
- 90% sales growth for region over 2 years
- 2 new subsidiaries opened
- Partner Network trained and established in the countries
- Built and maintained high level governmental & non-governmental contacts in the countries to facilitate growth
- CIS FY06 Budget: \$68.453M. Actual achieved: \$74,830M

**Customer:** Microsoft – Russia & CIS - Based in Moscow, Russia

**From – To:** October 2002 – August 2004  
**Role Title:** Services Principal – Enterprise Microsoft  
**Description:** Appointed to this cross country position to develop Sales within the Enterprise Microsoft Services solutions area.

- Identification and qualification of leads and opportunities
- Engaging effectively with customers and developing offers
- Developed the local workforce capability
- Built effective relationships with Microsoft
- Ran sales and business planning workshops

**Achievement:**

- Exceeded Sales target (\$18m) for region. Achieved \$21.5M

**Customer:** Hewlett-Packard – HP Services ISE Region (Central/Eastern Europe, Middle East & Africa)

**From – To:** June 2001 – October 2002  
**Role Title:** Client Principal  
**Description:** Appointed to new position in order to develop services sales to British Petroleum, Shell International, Eurodis Electron and AMEC Plc.

- Initiated and closed W2K/E2K consultancy, created and developed Compaq's Services role and visibility on a Global level for BP
- Drove initiatives in Utility Computing, Mobility and Wireless and closed sale to implement High Availability Messaging for BP
- Proposed the Implementation of business continuity solutions within the Shell Trading and Shell International organisations.
- Introduced IT solution for "state of the art" warehousing facility in Holland for Eurodis
- Initiated a global standardisation programme within the IT infrastructure for AMEC

Achievements:

- Grew BP account in UK from \$0 to \$2.8m (FY02 Closed revenue for services, with pipeline opportunity of \$30 millions)
- Drove and won BP Trading High Availability messaging solution
- Recognition by senior Management of the perseverance and energy in growing the BP Account
- Short-listed as providers for the BP Global Enterprise Infrastructure Programme
- Revenue of \$1 million closed in Q4 2002 with Shell
- Developed and closed \$1.1m new SI Business with Eurodis
- Achieved C&I Revenue: \$6.5M

Customer: Compaq Computer Limited - Global Services

From – To: December 1998 - June 2001

Role Title: Programme Manager and Programme Business Development

Description: Windows 2000 Programme Consultant to Pfizer Inc:

Selected to conduct a review of Global Programme within PGRD, (Pfizer global research and development), in UK and US locations, following a major acquisition and global restructuring.

Achievement:

- Recommendations accepted and implemented.

Global Programme Manager for Zeneca Agrochemicals:

Qualified and developed the Services Programme and managed bid. Led the Implementation of Global Programme including the re-design of IT managed environment, the Global deployment of the server, desktop and infrastructure, in order to allow the split of Zeneca Agrochemicals from Astra Zeneca and to outsource its IT support. Built & managed multiple project implementation teams worldwide. Grew Customer relationship at all levels.

Achievements:

- Bid and won \$6.5m design and implementation programme
- Programme managed global implementation and delivered on time and to budget
- \$60m + outsourcing contract over 5 years awarded to Compaq following transition to new environment.

Bid Manager for General Motors:

Managed a pan European \$30million dollar bid to transfer Managed Services for desktops and Servers infrastructure from the incumbent supplier.

Bid and delivered Eurodis Electron Data Centre on time and to budget.

Customer: Compaq Computer Limited - Global Services

From – To: January 1997 - November 1998

Role Title: Business development /Complex Bid Manager

Balkans, Baltic States and Africa

Description: Work based in Paris

- Managed and led multi-million dollar business bid teams for systems integration projects for Bulgarian State Railways, State pension scheme for Kazakhstan, Latvian Welfare reform and United Bank of Bulgaria.
- Conducted and led customer negotiation of contract on behalf of Digital for the Bulgarian State Railways Project, following successful selection. (EBRD Funded)
- Developed business in the Banking sector, and created proposals for automated banking solutions and card Banking Solutions in co-operation with Software application provider Partners for Customers in Bulgaria and Croatia.
- Negotiating with selected business/alliance partners.

Achievements:

- Won Bulgarian State Railways project ; Value: \$9m
- Won State Pension scheme, Kazakhstan Project; Value: \$5m
- Developed partnerships (SEMA & local) in order to increase Digital's market penetration

From – To: 1993 - 1997

Role Title: Programme Manager – Central Asia Region

Description: Managed a Major Banking Automation Project for the National Bank of Uzbekistan (NBU) (Digital was the Prime Contractor). Negotiated at top level with full responsibility for all 3rd party agreements and personnel.

- Project Managed the first fully integrated Banking Card Solution in Central Asia for AlemBank (Almaty, Kazakhstan). Digital was the Prime Contractor and project involved the management and control of a large number of subcontractors.
- Development of business through consultancy in Uzbekistan with Pakhta Bank (Tashkent) (\$2.5M) and other Banking solutions.

Bid Managed Large Systems integration Tender for Central Bank of Uzbekistan (\$12M, World Bank funded).

Achievements:

- Successfully implemented the NBU project (Value: \$3.5M + \$4M branch roll-out). This resulted in the same solution being implemented in another Bank in Uzbekistan
- Successfully implemented the AlemBank project (Value: \$3.5m)
- Developed and coached local partners in Kazakhstan, Uzbekistan and Azerbaijan to increase their and Digital's Business penetration and effectiveness

From – To: 1990 – 1993

Role Title: Project Manager – Custom Special Systems

Description: Implemented small Banking solutions into Ukraine, Belarus and Latvia

- Managed the roll-out of a Geographical Information System (GIS), to British Gas, which included the setting up of agreements and negotiations with 3rd Party Suppliers
- Co-ordinated manufacturing and roll-out teams in support of large accounts in the UK, Europe and Japan, including the setting up of agreements for outsourced Products and Services.

Customer: Digital Equipment Corporation - Country Development Group

From – To: 1988 – 1990

Role Title: Senior Production Engineer

Description: Line Management responsibility for 6 Engineers and Technicians

- Responsibility for MRP System and cost reduction programmes

Customer: Lynx Technology Ltd

From – To: 1985 – 1988  
Role Title: Production Engineer (Aerospace)  
Description: Introduction of new Products; Justification of new methods and machines

- Close interface with end Customers such as British Aerospace
- Creation and Project Management of capital projects (New Technology)

Customer: Rosemount

From – To: 1984 - 1985  
Role Title: Production Engineer  
Customer: Dralim Industries

From – To: 1984  
Role Title: Work study Engineer  
Customer: Hago Products

From – To: 1978-1983  
Engineering Study & experience

### **Training:**

- Evidence & Competency based interview techniques
- Practical Sales Skills programmes – HP Sales University
- Principal Fundamentals and Consulting skills programmes
- DPM Project methodology programmes & Complex Project lifecycle management
- Financial control of Programmes
- Work study training including MTM-2 methodology
- Higher National in Mechanical and Production Engineering

### **Membership:**

- Institute of Industrial Managers: Certificate in Industrial Management (AIIM)
- Incorporated Engineer on Register of the Engineering Council of UK (I.Eng)
- PMI Membership (not current)