## *Christopher Michael Price*
*chris@pulsepm.com*
*01398 331672/07534 948954*

## Profile

A disciplined and flexible Programme Manager with over 30 years in Project and Programme Management. Chris has delivered business change and IT projects and programmes within many industry sectors (finance, healthcare, media, manufacturing, telecoms, government, defence,) delivering international, multi-million-pound projects and programmes. Chris has provided service definition, mobilisation, transition and transformation projects on behalf of service provider and recipients. He is experienced at managing large multi-disciplined teams of up to 100 people across multiple sites.

## Experience Summary

- *Project Manager for Berkshire and Surrey Pathology Services (BSPS) in the Frimley Health Trust within the NHS, transitioning HPV screening for South Central and South East England from incumbent laboratories to BSPS laboratory.*
- *Programme Lead for CBRE Global Workplace Services managing the EMEA part of a global transition of over 700 sites providing FM services (Operations and Maintenance, Office Services, Cleaning & Janitorial, and Food Services).*
- *Lead Project Manager for Automation on the Future Operating Model of a large cloud and grid-based service offering delivered by Hewlett-Packard Enterprise on behalf of a major bank.*
- *Governance Consultant on a groundbreaking service insourcing for DVLA. Lead the governance workstream for the insourcing of services from Fujitsu and Concentrix comprising in excess of 300 IT staff,*
- *Programme Manager delivering an MS Dynamics CRM-based application for the Security Industry Authority. Lead this Agile development comprising onshore and offshore development teams.*
- *Programme Manager for global implementation of Concur TCE for Deutsche Bank, transitioned support operation from Accenture to in house support team and delivered increased business compliance*
- *Programme Manager for large scale Applications development and associated projects for national implementation with UK Police*
- *Service Delivery Manager for BBC as part of large business change programme*
- *Developed business requirements and implemented a CRM across Serco's Civil Government division delivering immediate business benefit as part of major transformation*
- *Stakeholder management at board level (multiple examples including Serco, BBC, HP)*
- *Large scale infrastructure architecture transformations (Clarks International, Reed Elsevier)*
- *Project management of multiple Government tenders and frameworks*
- *Supplier management (Serco, BBC (60 + suppliers concurrently))*
- *Planning of Mobilisation, Transition and Transformation for G4S UK Prisons bid*
- *Application development manager at Anite for tour operator reservation system (60+ clients )*
- *Development experience in Agile (SIA, BBC, Serco) and Waterfall environments (multiple including Serco) Benefiting from hands on software development experience earlier in career*
- *Responsibility for Multi-million project budgets (Serco, HP)*
- *Managed large multi-skilled teams of up to 100 people (Serco, HP)*
- *Experienced leader having direct line management responsibility for up to 40 staff*
- *Experienced in PM disciplines including Risk management trainer at HP*
- *PMP and Prince II Practitioner*

## Key Skills

- Programme Management
- Project Management Professional (PMP)
- PRINCE II Practitioner
- Stakeholder management
- Project and project portfolio management
- Project and programme management process improvement and PMO
- Project troubleshooting and recovery

- Risk management
- PM competence improvement programmes
- Full project lifecycle (bid through to closedown)

# Employment History

## PulsePM Limited (freelance project management services) June 2009 – date

### November 2020 – April 2021 Bid Writer for Sazka Group

- *Fourth Licence for the National Lottery. Provided management of a Europe-wide remote team to develop responses for two substantial sections of Sazka Group's response to the Lottery Commission; Technology and Data Architecture Strategy, and Technical Operations. The aim was to provide a compliant and compelling proposition and this was achieved.*

### July 2019 – January 2020: Project Manager for Berkshire and Surrey Pathology Services (NHS Frimley Health Trust)

- *Project Manager for Berkshire and Surrey Pathology Services (BSPS) in the Frimley Health Trust within the NHS, transitioning HPV screening for South Central and South East England from incumbent laboratories to BSPS laboratory. Included working with NHSE and NHS Digital to ensure that around 1000 GP practices, COLP, Gynae and Sexual Health Clinics across the region transitioned to BSPS service working with Clinisys ICE (Integrated Care Environment) for electronic ordering and results.*

### April 2018 – June 2019 Planned break following relocation

### September 2017 – March 2018: CBRE Programme Lead delivering FM transitions for Global Workplace Solutions

- *Managed transition to Go Live for the EMEA portion a global transition of over 700 sites providing FM services (Operations and Maintenance, Office Services, Cleaning & Janitorial, and Food Services). Delivered over several monthly waves with all Go Live dates being met Work involved staff transfer, rehire and ARD/TUPE and where services not self-delivered procurement of suppliers through CBRE supply chain.*
- *Developed plan for Government Property Agency to transition government agencies to GPA portfolio*

### November 2016 – August 2017 enforced sabbatical due to Road Traffic Accident

### February 2016 – October 2016 Hewlett-Packard Enterprise, Lead Project Manager for Automation delivering to a major bank

- Worked a lead project manager for Automation on a major service delivery programme for Hewlett-Packard Enterprise managing a large global team of 50-60 staff across two organisations, comprising 6 PMs, architects, engineers, developers, testers.
- Implemented governance structure and process to manage commercial change with a key supplier.
- Responsible for delivery design artefacts, engineering activities, software development and test through to pre-integration test. Supported testing through to go-live and post go-live support for run team.
- Responsible for delivering to multiple concurrent workstreams and the end customer

### August 2015 – November 2015 DMSG, Consultant to DVLA Swansea

- Engaged by DMSG to lead governance for Office of the CTO at DVLA for the insourcing of PACT services comprising over 300 TUPEd staff from Fujitsu and Concentrix.
- Developed a Governance Operating Model for the Information Technology Directorate (ITD)
- Supported organisational design and developed Terms of Reference and RACIs for OCTO Governance and Directorate Finance and Reporting workstreams.
- Following a successful Cutover, supported the transitional activities needed to ensure a stable organisation prior to future transition and transformation of the business and maximise the savings made.

This included implementing the Governance Model to include a revised meetings governance structure across the Directorate to ensure decision making fora were necessary, had the correct authority and decisions were traceable and auditable.

### March 2014 – June 2015 Mastek, Interim Programme Manager for Security Industry Authority

- Built a 50 person team comprising onshore and offshore staff to implement a CRM-based solution using MS Dynamics using an Agile development approach
- Successful integration of delivery from onshore and offshore Scrums
- Programme comprised transition from BPO to ITO
- Planned and implemented transition to new permanent Programme Manager

### August 2013 – February 2014 Deutsche Bank, Programme Manager

- Responsible for the implementation planning of Concur Expenses to over 100,000 users across the world
- Transitioning expense support from Accenture Professional Services to multi-lingual in-house support team
- Increasing compliance to legal and company policy by implementing compliance checking of 100% of expense claims
- Delivered business benefit through reduced cost of operation and enhanced compliance.

### March 2012- July 2013: Project and Programme Consultancy projects

- o February 2013 – May 2013 provided public sector project management experience to assist **NTT DATA UK Limited** develop approach to public sector bidding
- o January 2013: Invited back to G4S to provided Programme level support for **G4S** Electronic Monitoring proposal focussing on planning and system testing.
- o November 2012-December 2012: provide key project management input for a **large consultancy** on a large **NHS** procurement
- o August 2012: Provided project management service to the **Royal Marsden Hospital** for a large outsourcing
- o July 2012 to Sept 2012: Provided government procurement expertise to **Large Consultancy** helping to develop programme management approach
- o March 2012 to May 2012: Worked on a major multi-million pound public sector bid for **G4S** to provide outsourcing of a number of prisons. Provided key planning input into mobilisation, transition and transformation phases of this programme delivery.

### Feb 2011-Feb 2012 Serco: Programme Manager

- Responsible for the planning and delivery of a large complex software application development and deployment programme for **Serco Police Services**. Dealt with conflicting pressures of timely delivery and budget constraints whilst ensuring a quality product
  - o Board level stakeholder management inside Serco and with customers
  - o Delivered key critical application on time
  - o Implemented financial controls to ensure budgets constrained accordingly
  - o Developed and successfully implemented strategic plan to extend application user base
  - o Ran complex application deployment across multiple sites

- Programme manager responsible for the planning and introduction of a major business change programme delivering a CRM solution to **Serco Civil Government**. The solution yielded immediate business benefit allowing sales pipeline to be managed more effectively.
  - o Complex stakeholder map
  - o Delivered key business benefits through fast track implementation
  - o Exceeded customer expectations

### Oct 2009-January 2011 BBC: Service Delivery Manager

- Implementation and management of new PM Service proposition for BBC Audio and Media Interactive (A&Mi) addressing interactive project delivery and continuous business process improvement. Developed business proposition, defined service and delivered against agreed KPIs. Solely responsible on behalf of Reed Professional Services for the quality and profitability of the service. Key achievement was ensuring A&Mi delivered external spend target with room to spare during first year of service delivery – this was against a backdrop of dramatically increased spend target and significant fluctuation in commissioned projects.
  - o Multiple supplier management (in excess of 60 suppliers)
  - o Multiple procurements

- o Achieved service levels and KPI targets
- o Multiple high level stakeholder management across BBC and with suppliers

### May 2009- Sept 2009: The Bid Team: Multiple Government Tenders (Project and Bid Manager)
- o October 2009 Government procurement consultancy for **AMTEC Consulting**
- o Sept-Nov 2009: Developed strategy for ISO Accreditation for **leading consultancy**
- o July-Aug 2009: Provided Project Management services to **BBC Audio & Media Interactive**. Developed recommendations on process improvement to enhance project governance and delivery effectiveness within an environment using Agile development approaches. (invited back in Oct 2009 to deliver the overall programme)
- o June 2009: Bid Manager for Government procurement for **Large Consultancy**
- o May 2009 and October 2010: Bid consultancy for public sector procurement **LEK Consulting**

# Hewlett-Packard Ltd. (formerly Compaq)            2000 – June 2009

### 2006- 2009: Project Management Team Lead
- Responsibility for the development of a team of 35 project managers in HP's Consultancy and Integration Business Unit in the UK and ensuring their key competencies were achieved (risk management, project planning – MS Project, financial planning, etc.)
- Championed business process improvement initiatives to provide
  - o enhanced risk management competence,
  - o Project Manager Practitioner (PMP) study groups across the UK (80+ staff)
  - o Enhanced project governance through a web-hosted project reporting framework.
- Managed delivery Project Managers to ensure key targets, such as profitability and customer satisfaction, were achieved.
- Managed numerous bid submissions to deliver major business change programmes

### 2006 Lloyds TSB - Programme Manager
- Programme Manager for the design, migration and implementation of a Microsoft upgrade solution for 85,000 users in a major UK bank.

### 2005 Clarks - Project Manager
- Undertook a troubleshooting and recovery role as Project Manager for a major international manufacturer and retail organisation that was upgrading legacy environment based on Novell to new Microsoft infrastructure (server, storage and desktop) across its global operation.
- Developed stakeholder management plan and governance processes
- Provided successful handover to third party support organisation which was considered to be the highest risk area in the programme.
- Achieved great success by delivering to time and budget whilst achieving extraordinary level of customer satisfaction.

### 2003-2004 Project Director
- Project Director for HP's Enterprise Microsoft Practice in the UK in 2003 with a portfolio of around £50M per annum.
- Responsible for
  - o improving the quality of bids
  - o enhancing the delivery of projects
  - o mentor to Project Managers working within the practice.
- Delivered two major Windows Infrastructure projects during this time.

### March 2001 – August 2003: Reed Elsevier – Programme Manager
- Delivered a new Windows Infrastructure for a major international publisher. This was a £10M deal to undertake the design and migration of a global Windows Infrastructure across 41,000 users.

### Oct 2000-March 2001: Bid Manager
- Managed a £5M bid for a telecoms provider to provide a ZLE (Zero Latency Enterprise) solution

## Anite Systems Ltd. (formerly Cray Systems Ltd.)     1991 - 2000

Major bids manager for Government and Commercial Division delivering many multi-million pound deals including

- Caddia National Server Project for European Commission
- VAT Information Exchange System for the EC
- AGR Simulators Enhancements for Nuclear Electric
- UNIX-based accounting and general business system for Manufacturer
- Telemetry Scheme for NRA
- Support of Regional Telemetry System for North West Water

Production Manager of Government and Commercial Division
- Managed a portfolio of business of £20M per annum.
- Responsible for the management and production of commercial & technical proposals, and for the timely delivery of all projects undertaken. These included systems for local authorities, government and their agencies, public services companies, and encompassed customers throughout Europe.
- Closely involved with the integration of a number of acquisitions to the Division, including P-E International, AIMS and SAM Systems.

Delivered a £10M project for the Taiwanese National Space Programs Office (NSPO) that provided a satellite ground station for the first Taiwanese satellite, ROCSAT 1.
- Took over the project when it was in severe financial difficulties.
- Retained high level of customer satisfaction.
- Stopped deterioration of project margins.

Project Director, Travel Division
- Managed the development of an industry-leading reservation system product deployed at 50 tour operators in the UK and overseas delivering critical business services. Revenues generated from the product were around £30M per annum.
- Managed the delivery of SLA-based critical service (£5M per annum) to a major UK tour operator providing tactical and strategic enhancements to their reservation and billing system.

## Data Sciences Ltd. (formerly Software Sciences Ltd.)     1985 - 1991

Project manager delivering a range of projects including:

- Network Infrastructure replacement project for London City institution
- NT server roll-out for large telecoms provider
- Migration of critical billing system for a cable telecoms provider
- Weather radar system for the Meteorological Office
- Image Processing System for the European Atomic Energy Authority
- A number of defence-related projects

# Education & Professional Qualifications
- PMI Project Management Professional (PMP) accredited     2003
- Certified PRINCE II Practitioner     2000
- Mathematics, Statistics and Computing HNC     1978 – 1979
- 3 A-Levels, 9 O-Levels

# Volunteer Experience

Volunteer Blood Bike Rider and Fundraiser
- Volunteer Blood Bike Rider and Fundraiser for Devon Freewheelers (Charity)
- Visitor Welcome Volunteer for the National Trust