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**Professional Profile**

A commercially focused SC cleared Senior Product Owner and Programme Manager, with an extensive background in the digital, cloud and telecom industries. Successfully leverages technical leadership to design and deliver a range of strategies and initiatives that satisfy ongoing and forecast business demands. Experienced in delivering products and programmes using multiple methodologies including Agile, SAFe and Waterfall. Engages with key stakeholders to effectively define objectives, develop strategies and deliver solutions that meet requirements on time and in budget. Combines leadership and management skills to maximise revenues, reduce costs and increase efficiencies. Confident communicator and networker with the ability to develop and maintain sustainable working relationships at all levels.

**Areas of Expertise**

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| * Programme Delivery
 | * Agile, SAFe and Waterfall Delivery
 | * Product Management & Development
 |
| * Team Leadership
 | * Strategy Definition
 | * Stakeholder Management
 |
| * Capacity Planning
 | * Benefits Realisation
 | * Change Management
 |
| * Cloud Technology and Capabilities
 | * Roadmap Management
 | * Process Development & Integration
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**Career Summary**

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| **Suitcase** | **Home Office, UK** | **Oct 2022 – Current** |
| **User** | **Product Owner and Delivery Assurance Lead, Cloud Implementation Programme, Contract**  |  |
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As a member of the programme Senior Management Team, I have responsibility for 2 core areas of programme delivery:

* Leading the programme cloud product delivery through effective feature prioritisation, backlog management and resource allocation meeting customers’ requirements as well as ensuring core platform capability is also aligned and deployed as needed
* Providing programme delivery assurance through alignment of core support functions across all delivery teams, as well as driving open engagement to ensure quality of delivery

**KEY ACHIEVEMENTS**

* **Product Owner**
	+ Identified the need for and initiated core strategy review to ensure delivery of key, long term objectives
	+ Drove key process changes to ensure cross programme initiatives are included in the product backlog and prioritised as required
	+ Ensured effective reporting and communication of the product backlog and delivery roadmap
* **Delivery Assurance Lead**
	+ Delivered team changes to ensure assurance teams are fully engaged and able to support programme delivery
	+ Supporting teams where needed to remove blockers and allow effective programme delivery assurance

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|  | **Methods, UK** | **Mar 2021 – Jul 2022** |
| **User** | **Product Owner, Cloud Data Migration Programme, Contract**  |  |

Worked on a contract basis with the Ministry of Justice as Product Owner for two workstreams on the Prison Technology Transformation Programme

Guiding product strategy, managing backlog, setting team priorities whilst ensuring scope and objectives are effectively delivered in alignment with the programme goals and meeting user requirements using SAFe delivery methodology.

**KEY ACHIEVEMENTS**

* **Data & Information Team**
	+ Deployed the initial proof of concept for the migration of shared data for the first head office team, with successful migration of both personal and shared data onto OneDrive and SharePoint capability
	+ Completed further SharePoint deployments to HQ teams in line with the programme plan with no impact
	+ Developed and base-lined the programme data migration deployment roadmap for Phases 1 & 2 delivery, including ensuring supplier and team resource was available to support the plan
* **Tiger Team**
	+ Set up and mobilised the team tasked with solving programme wide issues
	+ Led the discovery and analysis of a number of core programme blocking problems with resolution recommendations agreed and actioned

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| **Suitcase** | **Motorola, UK** | **Sep 2017 – Mar 2021** |
| **User** | **Product Lead, Emergency Services Network Programme, Contract**  | **July 2018 – Mar 2021** |

Product Lead for Release 1 of the ESN programme, responsible for ensuring the delivery of the scope and requirements for the Emergency Services Network that Motorola are contracted to deliver to the Home Office and emergency service user organisations.

**KEY ACHIEVEMENTS**

* Successfully managed the Motorola product deliverables of the first critical ESN programme phases, comprising of:
* Automated Network Assurance application service support
* Mobile data connectivity proof of concept and full delivery for Fire & Rescue Service
* First implementation of the Push to Talk Public Safety Communication Service
* Initial deployment of the Air to Ground proof of concept

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| **User** | **Delivery Manager, Emergency Services Network Programme, Contract** | **Sept 2017 – July 2018** |

Accountable for managing the timely delivery of design documentation to allow the build and test of the ESN technical components and services into the Motorola managed services framework.

**KEY ACHIEVEMENTS**

Developed and implemented new processes to accelerate the review and approval of the Motorola design documentation, leading to significant improvements in the forecast delivery schedule

Leveraged advanced communication and interpersonal capabilities to collaborate and coordinate with the Home Office to ensure clarity and delivery of programme design objectives between all involved parties

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| **Suitcase** | **EE, UK** | **2010 – 2017** |
| **User** | **Senior Product Manager, Data Charging Capability** | **2014 – 2017**  |

Fully accountable for the data charging product functionality across the EE brand, both home and abroad. Defined product strategy, developed and managed the product delivery roadmap, identified opportunities to increase revenue and reduce costs whilst ensuring the provision of outstanding customer experience.

**KEY ACHIEVEMENTS**

* Led the corporate Data Programme, including multiple projects, successfully delivering key strategic objectives to the benefit of 30M customers using mobile data
* Strategically managed and mentored team to successfully deliver product strategy and objectives within schedule and budget, including data gifting and a complete overhaul of the customer data charging proposition
* Significantly increased data charging revenues by over 100% to £200 million per annum through identifying and introducing stability improvements to the core system capabilities
* Delivered £6 million in revenue savings per annum through enhancing the roaming data pass purchase process
* Successfully reduced data-related complaints by over 50% by developing and delivering a data usage propensity to call programme

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| **User** | **Senior Planning Manager, Technology Delivery**  | **2010 – 2014**  |

Responsible for ensuring resource availability to meet the commercial plan, accountable for supplier engagement to enable project delivery in addition to financial planning and management.

**KEY ACHIEVEMENTS**

* Successfully delivered and promoted key project governance principles and processes, ensuring cross-functional project delivery of all requirements
* Developed and introduced a core configuration development process, allowing for coordinated delivery across all technical areas to support marketing propositions

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| **Suitcase** | **T-Mobile, UK** | **2007 – 2010** |
| **User** | **Product Manager, Billing & Mobile Number Portability**  |  |

Accountable for leading the billing product portfolio, including developing and managing the product strategy and implementing changes to comply with Ofcom regulations. Acted as the primary company representative for regulatory organisations.

**KEY ACHIEVEMENTS**

* Defined a robust strategy and managed the lifecycle of a business customer bill analysis product, ensuring alignment to stringent development specifications and budgets
* Successfully delivered a major next-generation development project, fully complying with new Ofcom regulations, on time and within budget

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| **Suitcase** | **Telecom New Zealand, NZ** | **2001 – 2007** |
| **User** | **Senior Product Manager / Project Manager** |  |

Expertly fulfilled a dual role of Senior Product and Project Manager, accountable for developing and integrating new billing model to satisfy defined business objectives.

**KEY ACHIEVEMENTS**

* Achieved large-scale savings and efficiency increases through identifying and introducing key improvement solutions to the existing rating and billing systems
* Delivered significant increases in service and profit levels by developing new mobile product billing models, including subscription billing and product bundling