

PADDY ROBERTS

07921 494350 | <https://www.linkedin.com/in/paddy-roberts52/> | paddy.roberts52@gmail.com

CUTOVER MANAGER

STRATEGY | BUSINESS READINESS | DRESS REHEARSALS | LEADERSHIP

Highly skilled and results-driven Cutover Manager with a proven track record of successfully leading complex cutover projects in diverse industries. Demonstrating exceptional project management expertise and ability to mitigate risks during critical cutover phases and adept at orchestrating smooth transitions from legacy systems to new solutions.

With a deep understanding of business processes and a strategic approach to cutover planning, I am committed to ensuring seamless go-live events while maintaining the highest data integrity and business continuity. Equipped with strong leadership qualities, excellent communication, and a collaborative spirit, I excel in building and motivating cross-functional teams to deliver projects.

WORK HISTORY

Release & Environments Manager (Release Management, Cutover, Testing)

CalMac Ferries, Contract, August 2023 – Now

Entrusted with the crucial task of orchestrating the end-to-end release process for software products, ensuring the timely and seamless delivery of high-quality releases to internal & external customers:

- Coordinated release schedules
- Collaborating closely with cross-functional teams: supplier development, QA, product management, and customer support to define release requirements and priorities
- Meticulously plan and execute release activities, manage risks, and communicate effectively with stakeholders throughout the release lifecycle
- Continuously strive to optimise release processes for efficiency and reliability. Through my proactive approach, attention to detail, and dedication to delivering exceptional software experiences, I contribute to the success of product releases while maintaining a customer-centric focus.

Cutover & Environments Manager (Cutover, Data Migration, Integrations, Hands-on)

CalMac Ferries, Contract, February 2022 – August 2023

Managing a delivery team from within the programme, carrying out cutover and data migration activities for a new ticketing and reservations system for CalMac Ferries:

- Produced the strategy, approach, scope, design and cutover runbooks.
- Orchestrated full onsite dress rehearsals of data migration, testing, integrations and interfaces, system proving and rollback procedures.
- Ran a business readiness board for CalMac, ensuring each area was ready for Go Live, including testing, customer readiness, migration, Hypercare and handover to business as usual.
- Project governance through the use of Confluence, Jira, and Teams.

IT Consultant (Cutover, Release, Delivery)

ENTSO-E, Europe, Contract January 2021 – February 2022

Supporting the implementation of the communication and connectivity service platform for ENTSO-E across their European-wide transmission system operators:

- Working with key suppliers and client groups to produce the design analysis, testing methodology, and acceptance criteria.
- Stakeholder management across the various internal groups and projects within ENTSO-E.
- Supplier management through the Software Development Life Cycle (SLDC).

Cutover Manager (Cutover, Data Migration, Integrations, Hands-on)

Castle Water, Contract, August 2019 – August 2020

Directed a project team of fifteen, with full accountability for the IT Service Delivery and implementation of a new billing system, compliance with regulatory guidance, within nine months:

- Executed the pre-cutover, cutover and post-Go-Live cutover activities for Castle Water:
 - Produced the strategy, approach, scope, design, and runbook to drive through the successful activation of a new billing system
- Created a workable governance framework and made the right conditions for project guidance, oversight and decision-making.
- Collaborated with the eight stakeholders on the project by understanding their influence and goals through strong relationship and management skills:
 - Developed a stakeholder register consisting of requirements, business needs, level of interest, authority, and communications preference.
- Guided the teams' response to COVID-19 by adapting & adjusting the team:
 - Working closely with IT management, Initiated a lockdown protocol within 72 hours of the national announcement.

IT Infrastructure Manager

Hunter Boots, Interim, June 2019 – August 2019

Joined Hunter Boots interim to manage the global IT infrastructure and an international IT team (twelve) during management transition and change.

IT Manager (Leadership, Cutover, Budgeting, Governance)

Forth Ports Limited, Permanent, June 2016 – June 2019

Promoted internally, developed a team of fourteen, supporting the IT service delivery of managed services and infrastructure throughout Scottish operations with 800+ users and £3+m annual budget:

- Fostered a culture of high-quality, cost-effective IT support & IT service delivery with ITIL best practices, change control, monitoring and reporting KPI/SLI and effective project management:
 - Accomplished KPI of 99.97% system availability by enforcing resilient procurement policy for infrastructure and managed services across ten Forth Ports sites.
 - Introduced and proposed an early warning IT security monitoring and message system to notify the IT leads (and on-call) of hardware performance, network optimisation, and power outage issues.
- Led the procurement and cutover of an ERP system (Capita IB) with 200+ users, £1m budget, and a tight nine-month deadline:
 - Identified project scope and budget, selected suppliers, arbitrated contracts, designed new infrastructure and transferred 10m records from a legacy system with interfacing and scripting.

- Increased productivity by 15%, reduced stock levels by over 40% and saved over £300k.
- Achieved five years of successive approval and passed an annual external IT audit by Deloitte, demonstrating ITIL standards and procedures.
- Championed the IT disaster recovery & business continuity policy:
 - Devised and maintained the disaster recovery process and methodology and produced the executive and operational documentation.

IT Services Manager

Forth Ports Limited, Permanent, May 2008 – June 2016

Promoted internally and revamped the IT services team and service desk in support of IT-managed services, infrastructure, telecommunications and data across Scotland:

- Carried out a rolling five-year budget, series of upgrades, and new initiatives, supporting the business's corporate and operational needs. Delivering a high-end level of IT service management:
 - Through vendor management, providing service improvement whilst reducing costs.
 - Managed hardware refreshes for server infrastructure, external networking, and connectivity across the Forth Ports, offices, quayside, cranes, and warehousing operational areas.
 - Controlling: incident, problem, change and asset management through SharePoint services and service desk management.
- Managed the deployment and cutover of a group-wide HR and payroll system, replacing five legacy systems and transitioning and changing to a centralised payroll function.

PROFESSIONAL SKILLS

- An ambitious leader with a successful career in cutover and project management.
- Proven relationship, stakeholder management, coaching and mentoring skills.
- Excellent prioritisation and ability to listen, act and learn.
- In-depth experience in designing and implementing IT strategy & business models.
- A collaborative team leader and energising communicator.

VOLUNTEER EXPERIENCE

Senior Project Manager, FurLearn LinkedIn Group, Voluntary

August 2020 – Ongoing

Asked to join the FurLearn community group with 2.5k members on LinkedIn to help support furloughed and job-seekers during these unprecedented times of lockdown and the Covid-19 pandemic:

- Introduced a streamlined process and procedures by creating a bubble hierarchy, providing an efficient delivery methodology for posts, blogs, events & community-inspired initiatives, uplifting the work rate by 20%.

PROFESSIONAL MEMBERSHIP

- ITIL Foundation Course, Stirling Education Centre
- British Computer Society, member