

# Curriculum Vitae – CAROLINE THOMPSON – Change Project Manager

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## SUMMARY

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Caroline is a successful Project Manager and Transformation Consultant with experience in both IT and HR outsourcing. She has worked in both Government and Private sectors and has established a sound reputation for delivering larger scale projects and multiple small-scale projects to time and to budget.

She demonstrates excellent interpersonal skills with clients and colleagues alike and is adept at managing virtual teams.

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## CONTACT DETAILS

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## CAREER DETAILS

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### Fujitsu Services

### Change Project Manager (Contract)

### July 2007 to current

Caroline's initial role, based at Head Office in Baker Street, was as a member of the Transformation Practise within Mobilisation. She was responsible for documenting the corporate approach to IT Service Transformation based on ISO20000 processes and incorporating Fujitsu's own Best Practise guidelines. She provided step-by-step processes together with supporting tools and templates which Transformation Practitioners could apply to ensure a standard approach was adopted across all accounts.

As a direct result of this exercise Caroline was asked to facilitate the Mobilisation leadership team to develop the departmental roadmap for delivering benefits and improvements to its customers, its team members and to Fujitsu Services business.

More recently Caroline has been employed on Fujitsu Services' PricewaterhouseCoopers (PwC) account as a Transformation Consultant. In this role she is responsible for supporting the account team during its transformation to standard Fujitsu ISO20000 processes and preparing for formal ISO20000 registration.

Caroline is also working with the account's off-shoring project team providing guidance to senior management on the overall approach to migration and ensuring adherence to the standard Transformation Methodology. The project has successfully completed the account's first offshore initiative, involving the transition of 19 operational roles to Noida in India. Caroline played an active delivery role within the team focussing on obtaining customer sign-off and developing and managing to completion the training programme for knowledge transfer.

### BT Health - London NHS Deployment

### Change Project Manager (Contract)

### April 2006 to July 2007

BT Health is implementing new Customer Recording Systems across all 70 NHS Trusts in London as part of the NHS's National Programme for IT. Caroline led the team responsible for ensuring that all the Training Environments were designed, built and implemented ready for training delivery across all trusts and for all products. Her achievements included:

- Successfully defining the requirements for the training environments, obtaining customer sign off and producing plans for their creation
- Managing the design, build and implementation of training environments for all products utilising virtual teams and ensuring delivery on time
- Managing relationships with product vendors to ensure quality and consistency of data

- Testing and validating the environments
- Providing customer support directly to trusts for the access and usage of the environments

Caroline also provided strategic direction for the development of training environments to the overall programme which included:

- Producing short and long term plans and budgets for all products
- Providing a business case for London to act as UK pilot for connection to national database for demographic patients

### **Fujitsu Services**

### **Change Project Manager** **(Contract)**

**June 2005 to March 2006**

Fujitsu Services provides outsource IT services. Caroline worked on the Department of Trade and Industry (DTI) account based in their offices in Victoria, London. She worked as part of the project delivery team and was responsible for the delivery of all projects valued up to £50,000. She managed a team of 8 people ranging from Project Control Officers to Project Managers delivering on average 15 projects at any one time. These projects included:

- integration of software into the standard client build
- replacement of existing infrastructure with new in accordance to the agreed contract
- provision of new services requiring generation of new applications and new infrastructure

Caroline initiated a Project Services facility supporting the other programmes and the overall Head of Programmes. In this role she was responsible for management of resource allocation, estimating for proposals, management information and issue escalation. The main purpose of the function however, was to standardise project approach and delivery across all programmes and to provide a central knowledge pool for best practise process as defined by Fujitsu corporate approved processes. A key driver for this was a drive to achieve CMMI level 2 accreditation; Caroline was responsible for the planning, analysis and design phases.

### **Accenture HR Services**

### **Senior Project Manager**

**March 2001 to June 2005**

During her time at Accenture HR Services Caroline progressed from Junior Project Management into Senior Project Management. She became UK lead for the Transition and Transformation department within HR Services. She was responsible for approximately 20 staff comprising of Programme Managers, Project Managers, Solution Designers and Business Analysts. Caroline was involved in the following initiatives:

- Manager of the Project Office on the largest project undertaken to date by HR Services. The client project involved a major HR Platform upgrade, transformation of the current service and transition of the client's global entities into the proposed new service. The role of the project office in this case was to manage the Programme Plan and the inter-dependencies between work streams, risk & Issue management, both internally and with the client, stakeholder management, in the form of written status reports and frequent update meetings, and resource management.
- Provided initial project planning consultancy at project initiation for a client that was launching an initiative to redefine its existing reward framework. This included the introduction of a new Flexible Benefits platform for the senior management population (circa 28,000 managers). Proceeded to work with the client and 3<sup>rd</sup> party suppliers to provide proposals to meet this requirement.
- Delivered the precursor to the introduction of the Flexible Benefits platform, which was to implement an on-line "Total Reward Statement" for the senior management population. This was designed to provide a quarterly "snapshot" for individuals of their reward package to enable them to manage their benefit profile appropriately, whilst highlighting the contribution made by the company to the employee reward package.

- Managed the installation of a client run Call Centre utilising Accenture HR Services facilities. This involved negotiation of terms for use of space and facilities, provision of a new telephony switch and set-up of an ACD queuing system, and network segregation to ensure appropriate security.
- Performed the role of IT Project Manager for the upgrade of a client “Learning Management System” (LMS). The first phase involved the installation of a new platform (solaris) on which to run the application and an upgrade to the existing UK based application with the addition of multi-lingual functionality, enabling the successful introduction of the LMS globally in 7 core languages. The second stage of this project was to implement additional bespoke functionality to enable administration of Instructor Led Training through the LMS. For the third and final phase Caroline was appointed as overall project manager. This phase involved the delivery of Open Learning functionality to the newly upgraded LMS. Open Learning is a library facility, which prior to this was managed externally to the LMS. Users now have the ability to book e-learning courses, Instructor Led courses and Open Learning items through the LMS.
- Performed similar role of IT Project Manager on the “Advanced Learning System” for another client. This provided enhancements to an existing environment and involved establishing precise client requirements in order to provide the correct solution to ensure future upgrades would not be compromised by the bespoke amendments.

Before moving onto the learning services projects Caroline was project manager for a number of smaller, internal, Accenture HR Services projects. These included an upgrade to the Peoplesoft Financials module, solution designs in response to requests for change from clients and enhancements within the pension arena.

## **Pirelli Tyres Ltd**

## **Analyst**

**July 1996 – March 2001**

Caroline first joined Pirelli Tyres Ltd as a placement student from university and was subsequently offered a permanent position on completion of her studies. She went on to become primary IT support for several areas of the business and ultimately to represent Pirelli Ltd at sector level.

### **SAP System analyst**

- Assigned UK project manager for the implementation of the SAP profitability analysis module, CO/PA. In this role Caroline was a member of the sector project team based in Italy and was responsible for ensuring all UK requirements were gathered and accepted and all legal requirements identified. Caroline was also responsible for the configuration of the base system in accordance with requirements and with generating detailed scripts for System and User Testing. Post implementation Caroline continued to provide 2<sup>nd</sup> line support to the UK finance team for the CO/PA module.
- During this period Caroline was also responsible for 2<sup>nd</sup> line support of the Sales & Distribution (SD) module of SAP. Along with day-to-day issue management this involved analysis and management of enhancements to the environment.
- Managed the UK implementation of the sector standard, SAP customer rebate system and subsequently went on to provide training and support in this area.
- Managed the implementation of the Pirelli/SAP bespoke, customer services management system in UK, for which Pirelli Ltd was the pilot site. Caroline then helped to promote the tool in other countries within the Pirelli group.

### **Network/Telephony Analyst**

- Major achievement in this role was replacement of the token ring network utilising “Type 1” cabling, in favour of Ethernet network utilising “Cat 5” cabling. The scheduling of the activities required precision as critical departments in the business had to be relocated whilst re-cabling was completed.
- As a network analyst responsibilities included network, data communication and telecommunication development and support for Pirelli Tyres UK and its subsidiary companies Central Tyre and CPK.
- Caroline’s initial role with the company as information centre analyst involved software and hardware evaluation and installations, user training and pc support.

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## EDUCATION DETAILS

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1987	9 GCSEs	Painsley RC High School – Staffordshire
1990	3 “A” Levels	Cauldon College – Staffordshire
1996	BSc (Hons) Technology Management (2:1)	Staffordshire University

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## TOOLS USED

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Microsoft Project	MS Word
MS Excel	MS PowerPoint
VISIO	Control ES & 2007

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## PERSONAL DETAILS

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Marital Status	Married with one child
Health	Excellent
Interests	Squash, Reading, Skiing
Drivers License	Full