

Curriculum Vitae – Shireen Walker – Programme Manager

BA MCIM DipM LRP

SUMMARY

Shireen is a results-driven Programme Manager with a can-do attitude who excels in building team and customer relationships. She has over twenty years of managerial and IT Services experience in retail, manufacturing, academia and the public sector.

CONTACT DETAILS

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CAREER DETAILS

Fujitsu Services

Head of TRIOLE for Services

July 2008 to Sept 2008

- Leadership of the recovery programme for Fujitsu's Managed Service Desk solution, TRIOLE for Services, based on ITIL V2 and ISO 20000 compliance
- Defining the strategy for the future of the shared service currently deployed in major UK and global customer accounts including Royal Mail Group, FSA, Reuters, Birds Eye, BP, O2, Government Offices, Electrolux, De La Rue, Scottish Water, Ferrovial, UFI, Astellas and Fujitsu's Multi-Lingual and Property Live Helpdesks.
- Managing Service Delivery Manager and Programme Management Teams
- Issue management and resolution, programme planning, establishment of recovery programme team, release management, take on of new accounts
- Member of the Customer Services Senior Management Team

Fujitsu Services

Programme Manager

July 2007 to May 2008

- Worked with the Project and Programme Management leadership team to standardise and simplify management information reporting across the unit
- Researched, developed and implemented a Balanced Scorecard for P&PM
- Designed and implemented Resource Deployment Report for 1100 staff
- Identified incentive scheme results for 700 Project Managers and individual Account Aligned results for 140 Programme Managers and Directors.
- Represented the Capability Unit on project and cost reporting initiatives
- Worked with Resource and Project Offices to improve processes and results

Reading Evening Post

Walking Correspondent

July 2004 to current

- Researches, walks and writes monthly newspaper column "Walkers Walks"
- Operates the website www.walkerswalks.co.uk recording these walks

University of Bristol

Reward Programme Manager

August 2006 to May 2007

- Facilitated the implementation for £8m change programme to introduce new pay and grading structure for the 5500 university staff.
- A member of the Joint Trades Unions negotiating team who negotiated the terms and conditions of the collective bargaining agreement
- Reported directly to the Programme Board chaired by the Pro-Vice Chancellor, producing programme report and papers for board meetings.

- Established and introduced project management disciplines through the programme with the creation of standardised documentation and processes.
- Chaired Reward Implementation Group where workstream leaders reported on their project's progress, risks and issues through checkpoint reporting.
- Monitored project finances and tracked progress of job evaluation panelling.
- Worked with a project separate team to establish business case for £800k funding for three years of a ten year initiative to deliver a Career Framework.

Fujitsu Services

Programme Manager

August 2004 to August 2006

- Managed releases of ExISS (Information Exchange) and OASys (Probation and Police links) for the Criminal Justice IT project at the Home Office.
- Managed infrastructure resources with Linux and Windows Server, Firewall and Networking skills from Fujitsu and sub-contractors Steria
- Programme Manager of the £10m Joint Infrastructure Programme for UK Trade and Investment and Department of Trade & Industry.
- Managed teams of PMs, PCOs, DBAs, CSAs and developers from Fujitsu and third-parties LogicaCMG, ePiphany, SSA and Computer Associates.
- Developed and delivered new websites for www.uktradeinvest.gov.uk and www.dti.gov.uk and related CRM applications and web analysis.
- Involved in commercial negotiations for over £1m additional revenue and pivotal in renegotiating Joint Infrastructure Service Level Agreement.
- Head of Projects for Fujitsu at the DTI, line-managing team of PMs who delivered portfolio of small and medium-sized infrastructure and software development projects, each worth up to £100k.

Undertook a Career Break to travel across Canada from January to July 2004

Fujitsu Services

Senior Project Manager

January 1999 to December 2003

- Additional Services Manager for £232m Libra Project with responsibility for Change Management; managing and tracking over 300 change controls. Ensured contractual timescales adhered to and progress reported regularly to Department of Constitutional Affairs and Magistrates' Courts Committees.
- Line-managed team of four and matrix-managed forty project managers, as well as responsibility for the contractual catalogue and Catalogue Manager
- Southern Regional Implementation Manager personally managing Office Automation deployments in Surrey, West Midlands, Devon & Cornwall and Avon & Somerset. Line management responsibility for a team of five Project Managers deploying to over 5,000 users in Southern England and Wales.
- Positions as Business Analyst; Resource Planner; Implementation Manager for Office Automation pilot and Migration Manager for Inner London Magistrates' Court Service, centralising accounts staff and processes.

De la Rue

Senior Business Analyst

March 1997 to December 1998

- Managed team defining requirements for an Enterprise Resource Planning application for Security Print division of De La Rue, a made-to-order manufacturer with £50m p.a. turnover and over 700 employees worldwide.
- Produced an ITT and followed a detailed supplier selection process. Undertook contract negotiations and hosted workshops to finalise selection.
- Delivered several smaller projects; designed localised databases for customer orders and utility bills; managing outsourcing of training and recruited IT staff.

Sainsburys**Store Management/Business Analysis****January 1988 to February 1997**

- Championed creation of planning database to dictate investment decisions for enhancing existing Sainsbury's stores.
- Designed, developed and implemented first windows systems to provide MIS for stores. Trained staff and wrote training materials and on-line help.
- Designed, tested and implemented systems and trained staff on EDACOM software to introduce the Reward loyalty card into Petrol Filling Stations.
- Managed a team of analysts to assess performance of live pilots to prove business benefits of a £25m sales-based replenishment ordering system.
- Retail Store Management, managing teams of fifty and sales of £18m pa.

Poundstretcher**Store Management****November 1981 to December 1988**

- Successfully managed discount department stores of 10,000 sq.ft. in Hull, Kings Lynn and Grimsby, achieving highest increases in sales in company.

EDUCATION DETAILS

1995 BA (Hons) Retail Marketing (2:1) Manchester Metropolitan University

RECENT TRAINING

1995 Chartered Marketer MCIM Dip.M - Chartered Institute of Marketing
2000 ISEB Certificate in Project Management (2000)
1999/2006 PRINCE2 Practitioner (Initial accreditation 1999, reaccreditation 2006)
2007 MSP Managing Successful Programmes Practitioner
2006/7 City & Guilds Levels 2 and 3 in Photography
2007 Licentiate member of Royal Photography Society

CTC level Security Clearance to November 2014 and SC level to July 2011

ADDITIONAL DETAILS

Location: Thames Valley