

CURRICULUM VITAE – Sheryl Nixon

SUMMARY

Sheryl is a highly motivated professional with a consistent record of designing and delivering complex, outcome-based transformation programmes within the IT services and operations arena.

She is a strong leader who creates high performance teams to produce competitive advantage and reduced cost of ownership. She has comprehensive technical and project management skills and sound commercial capabilities.

As an independent consultant, Sheryl brings a proven approach to making operational change effective. Working at all levels from executive management to technical engineer, Sheryl drives a cohesive and inclusive programme that embeds an ethos of continuous improvement and a focus on results.

CONTACT DETAILS

**Email – Sheryl.Nixon@btconnect.com
Mobile - 07970 243356**

CAREER ACHIEVEMENTS

Sheryl's major achievements are as follows:-

- As interim commercial manager at Tribal group, she is working on a multi-year programme delivering services to commissioners within the NHS. In this role, she manages all aspects of customer and supplier contracts as well as providing consulting to the ongoing delivery team in relation to the successful migration from service mobilisation to steady state business operation.
- She defined a multi-year change programme for the Corporate Business Systems division within Elsevier limited and led the transformation activities through to initial adoption of the target operating model
- She defined 'Best Practice' for the business lifecycle within Fujitsu Services.
- She has developed and delivered a service transformation practice for Fujitsu Services.
- As Transformation Director for Fujitsu Services she led and managed business transformation programmes for businesses delivering outsourced IT services into both the private and public sectors.
- She designed a desktop managed services offer for Fujitsu Services, including a cost model that ensured the service was competitive in its marketplace

- She took overall responsibility for the strategy and delivery of IT operations, infrastructure and security architecture across the Ocado enterprise. The transformation programmes increased systems availability to in excess of 99% and reduced operating costs by more than 40%.
- She has been responsible for project and programme management of software development, infrastructure deployment and IT change management initiatives across a variety of industry sectors.
- She developed an operational-based consulting division, delivering IT security and operations assistance to blue-chip clients.
- She took on major account management and development for a portfolio of IT services that delivered more than £3 million revenue per annum for blue chip clients including Barclays, 3M, Cazenove, Blackwells Publishing, Waterstones, Thomas Cook and Findel.
- She developed and delivered security methodologies that brought practicality, objectivity and business benefit for organisations such as Shell, Tesco and Barclays.
- She has designed and delivered personnel development programmes covering a broad range of topics from communications skills through to management and consulting capabilities.

CAREER DETAILS

Tribal Group

Interim Commercial Manager

May 2010 - current

As an independent consultant, Sheryl is currently working as interim commercial manager for Tribal Groups Health division. She is working as a member of the management team for a multi-year services contract to provide enabling services to commissioners within the NHS. Sheryl's responsibilities cover all aspects of commercial management including customer and supplier contract management, migration from mobilisation to standard service operation and internal business case definition and benefit attainment. In addition, Sheryl is providing consulting services to the ongoing delivery team in terms of the definition and successful implementation of the steady state service.

Elsevier Ltd

Transformation Manager

Jan 2009 – April 2010

As an independent consultant Sheryl provided change management services to Elsevier's Corporate Business Systems division. She was responsible for the definition and initiation of a multi-year change programme to significantly improve the overall capability of the division and increase its cost effectiveness by leveraging offshore delivery of managed services. Sheryl's responsibilities covered all aspects of the programme including target operating model definition, business case provision, managed service vendor selection, organisational change (including TUPE), process definition/introduction and overall day-to-day programme management.

Within the context of the multi-year programme, Sheryl led transformation activities to migrate to the new operating model. As part of this she provided a change management framework that

covered people, technology and process change. This included a new organisation design, supported by the definition of a new competence and behaviour framework in addition to the key business processes required to initiate and manage the change activity.

In this role, Sheryl was directly engaged with business customers and board executives at Elsevier as well as potential and selected service suppliers.

Fujitsu Services **Independent Consultant** **March 2005 – Nov 2008**

Sheryl provided **consulting services** to Fujitsu Services. Her initiatives included:

- **Defining best practice:** engaged by the Office of the Chief Operating Officer to lead activities to define 'Best Practice' across the business lifecycle. This 'Best Practice' included topics such as Managing Profit and Growth, Building and Leading Teams and Service Delivery Management. Following successful definition and acceptance by the operating board, Sheryl was engaged with the business assurance, marketing, learning and development and functional organisations to invoke the behavioural and competence changes required to make best practice the norm.
- **Designing and developing a service transformation practice:** This activity covered all areas of practice creation from personnel recruitment through to the development of methodology/tools/techniques and management of 'live' delivery programmes.
- **Designing and delivering business reform programmes:** Sheryl worked within a large business unit looking to improve its operational service and consulting delivery. The programme covered all aspects of the business from organisational structure and capability through to operational service efficiency and cost. She supported the delivery of an equivalent reform programme within a second business unit, leading the coordination of delivery capability and the more strategic cost reduction and delivery efficiency initiatives.
- **Designing a new desktop managed service:** Sheryl structured the market offer for desktop managed services including the development of a supporting cost model that ensured the delivery of a market competitive offer.
- **Designing a Chief technology Office function:** Sheryl identified the required capability, organisation structure and strategic thinking for the Chief Technology Office delivering outsourced service to a large public sector customer
- **ISO20000 compliance project:** She successfully designed and drove the implementation of a corporate process to enable ISO20000 compliance for the management of IT finances.

During this role Sheryl directly engaged with the suppliers and customers of the service organisation, reducing costs (by more than 40% in some areas) and improving efficiency in all areas through the implementation of improved processes (including ISO20000), organisational structure, personnel assessment/development and customer/supplier relationships.

Sheryl personally delivered leadership and management coaching to key individuals operating within the technology and service delivery arenas.

Ocado Ltd **Head of Operations & Infrastructure** **Jan 2002 – Mar 2005**

A member of the senior management team for the business as a whole, Sheryl's responsibilities at Ocado included:

- Providing 24x7 operation of the I.T. systems
- I.T. procurement and associated contract negotiation
- Financial, technical and operational management of Ocado's selected technology and service providers
- Management of database, systems administration, network, communication, desktop support, security and operations teams
- Overall I.T. systems and operations architecture and processes
- Designing an infrastructure and managing the implementation of systems for our primary customer fulfilment centre
- Managing the overall I.T. security of Ocado's operation

During the first 18 months of this role, Sheryl reduced the I.T. operational costs by more than 40% and built the team from a standing start. She defined, shaped and implemented all aspects of the I.T. operation addressing business growth and maturity issues on a continual basis.

Sheryl personally defined and managed a number of 'time-boxed' projects to deliver major changes to the 'live' operating environment without incurring trading loss. The most significant of these was to relocate the primary operating platform to a new data centre within a 12 hour period.

The initiatives performed during 2004 drove business system availability to beyond 99%. These included building a deploying a system for monitoring and alerting platform utilising open source technology with real-time system performance, made generally available to all personnel via a web browser interface.

Sheryl designed a technology refresh strategy with a 5-year horizon that achieved further cost reductions through the use of server consolidation and virtualisation technologies.

Rebus Ltd

Head of Security Consulting

Sept 1998 – Nov 2001

Sheryl joined Rubus as the head of security consulting. She built a first class team that delivered effective security as part of e-commerce systems development and deployment. The security practice at Rubus also encompassed infrastructure consulting with responsibility for the physical design of the systems deployed.

Building on this foundation, Sheryl was responsible for driving the initiative to create an Operational services team that brought together the security, infrastructure and IT operations capability to offer both expert advisory services and ongoing application support services. This role included:

- The production of the overall business plan and viability justification
- Development of sales and marketing collateral for the service offerings
- Sales team briefings
- Personnel management covering recruitment, reward/remuneration skills development and retention
- Partner identification and agreements
- Contract definition and negotiation
- Leading sales initiatives

During her time at Rubus, she demonstrated flexibility and responsiveness to such

opportunities, undertaking three key initiatives beyond the initial core role:

- She worked with a number of clients to design and deploy portal style applications, offering advice on infrastructure design, partnership sourcing and selection, effective content management and Internet Service Provider (ISP) selection.
- She designed and implemented an operational support business to run alongside Rubus' consulting operation.
- In the eight months to April 2000, Sheryl worked as a client partner within the Retail sector, responsible for closing and delivering consulting projects. This included a very rapid design and deployment taking just 10 weeks from the initial client meeting to live system operation.

PricewaterhouseCoopers

Manager

Sept 1996 – Aug 1998

Working within the Information Systems Risk Management (ISRM) team, primarily with an Information Security focus, Sheryl had responsibility for both the proposal and project delivery elements of security services for major blue chip clients.

On occasion her project and programme management expertise was used to conduct project risk reviews for major initiatives within a variety of market sectors.

Micro Focus Limited

Various roles

Sept 1986 – July 1996

During her time at Micro Focus, Sheryl undertook a variety of roles and sought to constantly enhance and extend her competence set. Her roles included

- Enterprise client/server technology consultant responsible for the UK, Europe and the East coast of the USA.
- Client/server programme manager covering activities of the client/server product development group consisting of six teams and in excess of 80 people worldwide.
- Data access development team leader, responsible for the team management, technical direction and content of the Micro Focus data products for a wide variety of software and hardware platforms.
- Data access team systems programmer responsible for the functionality, usability, performance and overall quality of data access components for a variety of platforms written in both the 'C' and COBOL languages.
- Quality assurance team leader responsible for the design and implementation of functional tests for the Micro Focus Japanese marketplace DBCS product line.
- Quality assurance junior programmer responsible for the design and implementation of a test automation system for the DOS and OS/2 operating system environments.
- Software technical assistance responsible for the development and execution of both system and functional tests for the Micro Focus product line.