

CURRICULUM VITAE

Personal Details:

Name: Mark Whitfield

Address: Greater Manchester

Date of Birth: 13th October 1968 (Age 51) **Marital Status:** Separated

Health: Excellent **Nationality:** British

Commercial Years in IT: 28 **Driving Licence:** Full

LinkedIn Profile / Website: <http://www.mark-whitfield.com> / <https://uk.linkedin.com/in/markwhitfield>

Areas of Expertise: **IT Senior Project Manager - Software Development Lifecycles (SDLCs) - (Registered PRINCE2 Practitioner, Agile SCRUM, ITIL, ISO9001:2008)**
+ MS Project, MS Excel/Office, GDPR, Budget & Burn Tracking, Supplier & Stakeholder Management, Status Reporting & Escalation, Statement of Work
Previous Programming / Technical background also includes:
C/C++, MS SQL, Java, HP NonStop; SQL, COBOL85, TAL, TACL, SCOBOL
Guardian utilities (PATHWAY, SCF, FUP, INSPECT, XPNET)
Work carried out both in-house and on-site (also see separate Career Profile)

Worked on many large projects which included solutions for; UKEF, Welsh Water, ACCA, RDG, JLR, Heathrow, RMG, NATS, Euroclear (formerly Crestco), Bank of England, Barclays, LBG, A&L (now Santander), HSBC, Standard Chartered, Global Payments, Deutsche Bank and Betfred.

Availability: 4 weeks' notice **Preferred Loc.:** Travel as required

References: On request **Work Type Req.:** Permanent

Current Salary: Available on request
* *Required salary is negotiable*

Education:

1988 to 1990: **University of Bolton (previously Bolton Institute of Higher Education)**
Deane Road, Bolton, Lancashire, UK. BL3 5AB

Higher National Diploma (HND) in Computer Studies –
DISTINCTION – overall first over the 2 years

1985 to 1988: **Leigh College (now Wigan and Leigh College)**
Marshall Street, Leigh, Lancashire, UK. WN7 4HX

2 'A' Levels – Computer Science and Biology

1980 to 1985: **Park High Secondary School**
Park Road, Hindley, Wigan, Lancashire, UK. WN2 3RY

8 GCE 'O' Levels –
All grades 'C' and above including Computer Studies, Maths and English

Professional Experience:

January 2016 to Present: Capgemini UK, Flr 7, Venus Building, Trafford Quays, Manchester. M41 7HA

Website: www.capgemini.com/gb-en/

**Position: Engagement Manager (A8), Custom Development Solutions (CSD)
- Certified Engagement Manager, Registered PRINCE2 Practitioner, Agile SCRUM and ITIL**

I am an experienced and conscientious Senior Project Manager (client facing), who joined Capgemini in 2016 having worked at ascending points in software development lifecycle projects for over 28 years. I have impressive credentials in the delivery of highly complex digital projects in challenging conditions. I have held senior Project Management positions and helped to drive significant business transformation through IT systems and service delivery using both Agile and Waterfall approaches in accordance with ISO QA directives. I have a broad management and IT background and so interface well with both technical and business stakeholders, on-site, internally and off-shore (India). Capgemini projects to date include;

Automotive Industry - In October 2017, assigned as an Engagement Manager to manage both a £430K Digital Readiness project and a £670K Customer Portal/ New Car Online Sales project at a large car manufacturing company. The former project was to both performance test and then upgrade the previously delivered 'Information Fabric' Enterprise Integration platform product stacks. This platform allows for the rapid deployment of APIs to unlock the data in backend systems thus enabling new, digital applications. Both projects ran as Agile projects with all SCRUM ceremonies enabled for both Capgemini and client stakeholder management and responsibility for full project tracking, financial forecasting and reporting. Both projects were run out of the Capgemini Aston - Agile Delivery Centre (ADC) with on-site stakeholder engagement.

Serco - In May 2017, assigned to a £650K telephony project. This was to set-up a CCaaS call centre campaign for Support for Mortgage Interest (SMI) with the first client use of a new, automated, programmatic dialler solution requiring integration with the client's own Azure deployed, CRM application and multiple supplier interfaces for data transfer. The PM role required the management and tracking of the project budget for IT&S (IT Shared Services), risks, issues, plan, supplier management, workshop and checkpoint hosting and status reports. Also acting as the IT&S interface, working with the Serco Business Team.

Aerospace & Defence - In January 2017, assigned to a client-side, portfolio management role (SPL – Senior Project Lead), tracking project budgets and corresponding supplier deliverables. This SPL role focussed on two projects of £1.3M, tracking through 8 Gates with Gate 3 being the solution designs and costs for a Go/No-Go for continuing with software development. This client is steeped in heavy governance with a number of strict Gates for project delivery for which the SPL role monitors and tracks supplier delivery ensuring timelines are met and that airline's money set aside after board agreement is not exceeded without prior agreement and good reason. The SPL reports to the Business PM and the Programme Lead and updates stakeholders at various steering boards (supported typically by SPL authored project packs summarising current position/spend/risk). The SPL also has to submit financial spreadsheets monthly and also provide project reports at regular intervals on project status, along with RAID logs. The SPL also overlooks PO, CR and SoW approval as part of project delivery amongst other duties.

Postal Services – in May 2016, assigned as a PM on an award winning £4.3M (90 Capgemini staff) migration project to migrate (between 2 Data Centres) 1100+ interfaces that integrate various internal applications & external trading customers. The majority of the integrations were through file transmission using UNIX shell scripts and about 150 interfaces process through IBM ESB. The customer's vision was to both migrate all interfaces and upgrade some of the outdated software to new product / to a stable version of the product before peak trading and the change freeze by Oct end. Tasks included; production of the internal view, forecast modelling, CCP input, full org charts, deliverables tracking, EM Portal reporting & planning.

Aerospace & Defence – On joining Capgemini in Jan 2016, assigned as the Project Manager for a UK-wide Air Traffic organisation, overseeing the project delivery for new Apple iOS Apps presenting both sensitive internal (military) and public facing views of the current airspace in near real-time. Running as an Agile project with all SCRUM ceremonies enabled for both Capgemini and client stakeholder management and responsible for full project tracking, financial forecasting and reporting. Also responsible for client engagement and on-site workshops to progress the project to plan.

December 2014 to January 2016: Betfred Limited (UK)
Westgate House, Totepark, Chapel Lane, Wigan, Lancashire. WN3 4HS

Website: www.betfredcorporate.com

Position: IT Senior Digital Project Manager, Online and Mobile Division
- Registered PRINCE2 Practitioner, Agile SCRUM and ITIL

Worked as a Senior IT Project Manager in the Gambling and Casinos industry delivering multiple projects for both Betfred online and mobile (iOS, Android and Windows) using the Agile SCRUM framework. Project deliveries covered payment gateways and methods, sportsbook for football and horse racing amongst others and the online virtual (computer generated) gaming components.

Projects varied in size and cost and extended over multiple phases requiring the management of many software suppliers, each delivering different aspects of the solution from fraud detection, frontend, middleware, payment services and mobile apps.

Betfred Senior PM Role includes:

- Taking responsibility for leading the delivery of multiple projects for Betfred online and mobile. This includes Agile application code development and management, integration and migration and involves the responsibility for the delivery of business change and transformation
- Responsibility for each project budget (weekly effort burn rates and tracking using MS Excel) and ensuring delivery against financial forecasts set
- Managing the monthly release cycle of internet-based software to the Betfred online real estate for both .COM and .mobi including iOS, Android and Windows native apps
- Seeing through emergency system change requests (SCR's) for the above relating to the latest gambling regulations plus industry compliance issues and directives and compromised financial trading online
- Supplier management for external software suppliers like Degree53, Playtech, Onionsack, Intelligent Payments (Myriad), Inspired, iovation, StreamUK, Finsoft, Ineda, OtherLevels, Appsflyer, Income Access, Activewin, Virgo, Virtue Fusion, In Game Media, Satellite Information Services (SIS) and IGT
- Ensuring the project is managed in accordance with the Betfred project management methodology, with regard to planning, control, status reporting, documentation, quality, change control, risk analysis and management
- Ensuring appropriate and timely project reporting and escalation (within Betfred and to the supplier)
- The definition of each element of the project plan (MS Project, MS Excel). The scheduling and management of all project activities, including the overall and detailed delivery schedules, project milestones and dependencies, acceptance criteria, quality criteria, commercial arrangements and financial parameters and management of sub-contractors / partners
- Ensuring that all project 'stakeholders' (internal product owners, BAs, PMO, internal development and test teams) are identified and sufficiently informed and involved during all stages of the project
- Ensuring each individual 'stakeholder' provides high levels of personal and public support to the project
- Establishing and agreeing robust user acceptance criteria for each element of the project, and its individual streams, which can be used to measure project performance and ensuring appropriate levels of customer 'sign off'
- Management of all human resources assigned to the project to ensure high levels of performance
- Ensuring the highest levels of customer satisfaction throughout the project life cycle
- Management of project performance against the agreed and base lined plan and initiate 'remedial' action (or escalation), when required

September 2013 to December 2014: Wincor Nixdorf Limited (UK)

One, The Boulevard, Cain Road, Bracknell, Berkshire. RG12 1WP

Website: www.wincor-nixdorf.com

Position: Project Manager, Professional Services - Banking Division
- Registered PRINCE2 Practitioner, Agile SCRUM and ITIL – vetted to BS7858:2012

Worked on-site at Lloyds Banking Group (LBG), Halifax as the IT Project Manager assigned to manage the Wincor Nixdorf work stream (£5+ million) as part of the LBG Self-Service Software Replacement (SSSR) programme.

This programme of change required the upgrade of the entire LBG ATM hardware estate to run Windows 7 (from XP) and to transfer the ATM driving responsibility away from BASE24 Classic on HP NonStop to Wincor's ProClassic Enterprise (PC/E) on the AIX platform running Oracle. The project completion date is currently end of 2015 to fully implement all 3 phases.

I received an award from Wincor Nixdorf in recognition of my achievements on this project.

Wincor PM Role includes:

- Taking responsibility for leading the Agile delivery of a banking project (or smaller multiple projects) for Wincor Nixdorf (WN) Banking Professional Services customers (Barclays, LBG). This includes application code development and management, integration and migration and involves the responsibility for revenue and profit for WN and responsibility for the delivery of business change and benefit to the customer
- The definition of each element of the project plan (Statement of Work (SoW), MS Project). The scheduling and management of all project activities, including the overall and detailed delivery schedules, project milestones and dependencies, acceptance criteria, quality criteria, commercial arrangements and financial parameters and management of sub-contractors / partners
- Responsibility for the project budget (P&L and weekly T&M burn rates using MS Excel) and ensuring delivery against financial targets set with walkthroughs with the bank
- Ensuring that all project 'stakeholders' (currently based in the UK, Germany, Italy and the Netherlands) are identified and sufficiently informed and involved during all stages of the project. Ensuring each individual 'stakeholder' provides high levels of personal and public support to the project
- Establishing and agreeing robust acceptance criteria for each element of the project, and its individual streams, which can be used to measure project performance and ensuring appropriate levels of customer 'sign off'
- Management of project performance against the agreed and base lined plan and initiate 'remedial' action (or escalation), when required
- Ensuring appropriate and timely project reporting and escalation (within WN and to the customer)
- Ensuring the highest levels of customer satisfaction throughout the project life cycle
- Ensuring the project is managed in accordance with the Wincor project management methodology, with regard to planning, control, status reporting, documentation, quality, change control, risk analysis and management
- Management of all human resources assigned to the project to ensure high levels of performance

October 2004 to September 2013: Insider Technologies Limited (ITL)

Spinnaker Court, Chandlers Point, 37 Broadway, Salford Quays, Manchester, UK. M50 2YR

Website: www.insidertech.co.uk

Position: Project Manager, Registered PRINCE2 Practitioner, Agile SCRUM and ITIL

As part of my project management role at ITL, I successfully headed up a team to deliver mainframe BASE24 ATM and point-of-sale monitoring software to HSBC bank in 2008 and Al Rajhi Bank (Saudi Arabia) in 2012. Prior to these banking software implementations, I was assigned as the PM to manage the design, build and test of an ATM / POS product with joint architects, Alliance & Leicester (now Santander).

This IT Project Management role carried a wide range of responsibility including:

- Agile project management of the complete development life-cycle for new software product initiatives (£100K – £650K)
- Providing management assistance in support situations (both in-house & on-site), e.g. San Jose, Riyadh
- Creation of RFP responses to sales requests for ITL's ATM and POS transaction monitoring and reporting products
- Playing a key part in major sales bids in the UK and abroad for the ITL product suite
- Regularly attending and presenting at many European NonStop conferences including the British Isles HP NonStop User Group (BITUG) and EMEA BASE24 User Group (EBUG). Also attended both the South African and International HP NonStop User Group conferences and San Jose ITUG in 2003
- Ensuring that all project stakeholders (distributors, key banking staff and in-house resources) are identified and sufficiently informed and involved during all stages of the project. Ensuring each individual 'stakeholder' provides high levels of personal and public support to the project
- Establishing and agreeing robust acceptance criteria for each element of the project which can be used to measure project performance and ensuring appropriate levels of customer 'sign off'
- Ensuring appropriate and timely project reporting and escalation (within ITL and to the customer)
- Ensuring the highest levels of customer satisfaction throughout the project life cycle
- Ensuring the project is managed in accordance with the project management methodology (PRINCE2 or Agile SCRUM in line with the ISO9001 QA standard), with regard to planning, control, reporting, documentation, quality, risk analysis and management and change control
- Management of all human resources assigned to the project to ensure high levels of performance

My last large project for ITL was at Al Rajhi Bank in Riyadh (Saudi Arabia). This involved the BASE24 Classic payment solution and the relay and optimised parsing of multiple Terabytes (10 years) of tape archived POS and ATM transaction logs to ITL's RTLX product.

Since I also have a technical background with the HP NonStop platform, I visited Riyadh many times to provide product presentations, conduct gap analysis work for the product and bring back project requirements for ATM / POS querying, monitoring and reporting. I dealt with the key stakeholders at the bank and the local distributor in Riyadh as well as manage the development team prior to the successful implementation of the product. This bank project was featured in the globally published HP NonStop journal - 'The Connection'. Article available on request.

February 1998 to October 2004: Insider Technologies Limited (ITL)

Salford Quays, Manchester, UK.

Position: Manager – ITL Operations Products

Product Manager assigned to project manage the complete development life-cycle for 4 software products, 2 HP NonStop based and 2 Microsoft Windows based. This software has its main focus in the systems management,

automation and SLA monitoring of critical path applications running on HP NonStop systems at major financial and telecommunications institutions around the world.

These products are developed by ITL and their ongoing research, design and delivery make up the primary, day-to-day role of a product manager at ITL, with any issues being reported directly to the Operations Director. This role involves the project management of each development phase of the products and the use of Microsoft Project for Gantt chart tracking progress and reporting status. It is also the responsibility of the product manager to provide technical guidance and leadership to assigned team members.

Development teams are typically made up of between 6 – 8 technical staff responsible for both HP NonStop and Windows development. The product manager is tasked with ensuring that the resulting software meets the original terms of reference as specified by the client or the ITL in-house technical design team. This is carried out in accordance with the ISO9001:2000 (now 2008) and TickIT quality standard which necessitates the production of the appropriate paper trails to document work carried out. All product managers at ITL are accountable for each development area and are subject to internal and external company audits.

Other tasks include:

Consultancy – Ongoing input to marketing and pre-sales activities for major bids and also existing accounts to ascertain the path forward for ITL products. This has involved a trip to South Africa to promote interest in ITL products and several visits to London and Europe. As part of an in-house consultancy team, helped extend a new ITL HP NonStop reports suite using Seagate Crystal Reports and corresponding Microsoft SQL stored procedures.

Training and Demonstrations – The provision of technical training to customers and staff both in-house and at customer site. Assisting the marketing division with product demonstrations to potential clients as well as participating in major, HP NonStop related technical conferences including San Jose ITUG and the BASE24 EBUG.

Helpdesk support – Interfacing to the ITL helpdesk to aid their handling of customer queries and problems relating to previous releases of ITL products. This requires the assigning of live software problems encountered on client sites to appropriate ITL staff and the update of current project plans to reflect impact to ongoing, in-house developments.

Live Product Support – Providing 7x24 cover for major clients who make use of ITL software as part of their system management strategy.

August 1995 to February 1998: Insider Technologies Limited (ITL)
Salford Quays, Manchester, UK.

Position: Senior Development Engineer

Recruited as a senior HP NonStop developer to aid in the team leading of a number of staff responsible for adding new functionality to an existing ITL software product.

In 1997, placed at CRESTCo (now Euroclear) in London for 3-months (contracted out as a consultant by Insider Technologies Limited) producing volume testing and performance benchmarking software. This software was used to test the performance of the CRESTCo stock settlement application on newly installed S7000 G series HP NonStop systems (first delivered in the UK). The results were then compared against the live K series systems (previous HP NonStop platform evolution) running the same settlement application.

September 1990 to August 1995: Deluxe Data International Operations

Wingate House, Northway, Runcorn, Cheshire, UK. WA7 2SX

(formerly The Software Partnership, now FIS - Fidelity National Information Services, Warrington, UK)

Website: www.fidelityinfoservices.com

Position: Lead Analyst Programmer

Involved in developing Electronic Banking software subsequently installed at a number of major banks allowing corporate customers to obtain information about their various accounts and make payments electronically using a PC.

Tasks included:

Software Development – Designing, coding and testing software for subsequent release for system integration testing. On assignment at Knutsford, Cheshire to provide development and maintenance for an Electronic Banking application written by Deluxe Data for Barclays bank.

On-site Development – Designed, coded and implemented a billing system for an electronic banking application in Poole, Dorset at Barclays bank.

Customer Support – Dealing with incidents and general maintenance of electronic banking software and telephone voice response software. In-house and on-site support requiring occasional trips abroad for accounts with European customers.

Acceptance Testing – Responsible for demonstrations the systems administration software to customers whilst testing this area of the electronic banking system in accordance with prepared test scripts.

IT Skills:

Previous Programming Experience:

C, C++, Java, COBOL85, TAL, TACL, SCOBOL (Screen COBOL), HP NonStop and Microsoft SQL
Various HP NonStop Utilities – SCF, SPOOLCOM, PATHWAY, FUP, TMF, INSPECT, EMS, XPNET etc.

Operating Systems:

HP NonStop (formerly Tandem Computers) K, S and J series running the Guardian operating system.
Windows 2000, 2007, XP

Management and Other:

Engagement Management certified (Capgemini), Registered PRINCE2 Practitioner, Agile - Scrum, ITIL, GDPR, MS Project, MS Office, MS SQL Server, MS Visual Studio, NetObjects Fusion, DotNetNuke, MS Reporting Services, Seagate Crystal Reports, HTML and JavaScript, CrystalPoint OutsideView, MS SourceSafe, MS Outlook, Business Intelligence Reporting Tools (BIRT), Eclipse IDE, Google Android

Good communicative skills for conveying technical information to the business level of an organisation as well as the technical users.

Thorough understanding of the requirements of a software project lifecycle and the audit process having been employed by software houses that have sought and successfully attained the ISO9001 quality standard. Provided input to the Quality Manager on the required content of some of the key documents that make-up part of this standard.

Professional Training: -

Management and Sales:

Nov 2017	Advanced Engagement Management	Capgemini University, Les Fontaines, France
Jan 2017	Engagement Management Certification	Capgemini University, On-site, e-Learning
Jan 2012	ITIL V3 Foundation Course	e-Learning
May 2011	Agile Training – Scrum	(RADTAC, In-House, ITL)
Jun 2010	PRINCE2 Practitioner Course	(ILX Group, e-Learning)
May 2010	PRINCE2 Foundation Course	(ILX Group, e-Learning)
May 2009	Website Prominence & Visibility	(gbdirect, iTrain – London)
May 2009	Writing for the Web	(gbdirect, iTrain – London)
Apr 2006	Designing Good Marketing Brochures	(Skillpath Seminars - Manchester)
Nov 2005	PRINCE2 Foundation	(Correspondence – current)
Feb 2005	Web Services and SOA	(Insider Technologies Limited)
Feb 2001	Sales & Marketing	(In-House - OutSource)
May 2000	Microsoft Project '98	(IIL UK Education Centre)
Feb 1999	Successful Project Management	(Skillpath Seminars - Manchester)
Oct 1998	Managing Multiple Projects, Objectives and Deadlines	(Skillpath Seminars - Manchester)

Technical:

Jan 2014	Advanced Microsoft Excel 2013	e-Learning
July 2011	Android Programming using the Eclipse IDE	e-Learning
June 2011	Java Programming using the Eclipse IDE	e-Learning
Nov 2009	Business Intelligence Reporting Tools (BIRT)	(In-House - Insider Technologies Limited)
Jul 2009	Thales HP NonStop Security Resource Module, HSM8000 / PayShield Gateway	(In-House - Insider Technologies Limited)
Mar 2009	Querying MS SQL with Transact SQL	(QA Training – Leeds)
Jan 2007	MS ASP Applications with Visual Studio	(Remarc – Leeds)
Mar 2006	Cryptography	(In-House – Thales – e-SECURITY)
Mar 2004	MultiBatch Product	(Insider Technologies Limited)
Mar 1997	C/C++ Programming	(Comtec Computer Training)
Nov 1995	Tandem TAL Programming	(HP NonStop UK Education Centre)
Jul 1995	Tandem Performance Analysis and Tuning	(HP NonStop UK Education Centre)
Jul 1995	VPS 7000/9000 Series VPS Application Development (VOS 4.3)	(Periphonics Voice Processing)
May 1993	Tandem Guardian Principles	(HP NonStop UK Education Centre)
Apr 1991	Tandem NonStop SQL	(The Software Partnership)
Apr 1991	Tandem Transaction Handlers	(The Software Partnership)