

Curriculum Vitae

Rob McPherson

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An IT Consultant with over 25 years' experience in Project Management, Business Analysis/Consultancy, Global Outsourcing, Product Management and Corporate Troubleshooting.

Prince2 certified, with project (Agile Scrum, Kanban, and Waterfall) and programme management experience, and an implementation portfolio that includes ERP solutions, warehouse management systems, data warehouses, CRM systems, application re-engineering and data transformation programs. These projects typically also entailed a concurrent business analysis and commercial management role; managing requirements-gathering sessions, as-is/will-be workshops, generating specifications, commercial proposals and statements of work / contracts.

Significant experience of global resource management and IT / Business process outsourcing (as both a cost-center and profit-center) with a solid track record of pragmatic problem-solving, task multi-threading, board-level communication and pitching skills.

An experienced corporate troubleshooter, with diverse projects that have included feasibility studies, cost/benefit analyses, post-implementation reviews, company car scheme transitions and PA-DSS / PCI compliance. Recognizes the importance of thinking laterally and exploring all options in order to deliver cost-effective solutions.

Significant involvement in product management; determining product release schedules, support policies, future roadmap composition, third-party integration and vendor management, sales support, product functionality matrices and technical writing.

Ideally suited for roles such as Project Manager, Business Analyst/Consultant, Development Manager, Change Management, Product Manager, Systems Architect, Operations Manager.

Key achievements

- Proven ability to bring in high-value enterprise projects on time and within budget
- Successfully created and managed a multi-disciplined offshore and onshore engineering and support team of over 35 people, operating out of Sri Lanka, India, UK and USA. Given P&L and budgetary responsibility for this operation, with a regularly demonstrated ability to reduce cost whilst maintaining service levels
- Driving force behind the creation of a multinational onshore/offshore IT Services joint-venture (profit center)
- Successfully investigated new global market expansion (China and Australia) and authored board strategy documents that drove new market expansion in these areas. Worked with third party representation agencies in the above markets, and authored partnership agreements with same
- Developed multiple third-party vendor and reseller relationships, including the creation of partnership contracts and both internal and external communication plans and press releases.
- Proven track record of performing operational cost-saving analyses that have individually yielded significant (e.g. £80k+) cost savings.
- Successfully managed PA-DSS Certification process for Enterprise software solution
- Successfully implemented, configured, enhanced and provided training on in-house CRM System

Specialization and Core Competencies

- Project Management
- Programme Management
- Business Analysis
- Contract creation & negotiation
- P & L Responsibility
- ROI Modeling / metrics analysis
- Systems Re-engineering
- Systems Design
- Application Migration
- Partner / Vendor Management
- Enterprise Application Integration
- PCI-DSS / PA-DSS Consultancy
- Budget Creation and Management
- Customer Relationship Management
- Technical Writing
- Recruitment, Leadership & Mentoring
- Proposals and Feasibility Studies
- Product Management
- Corporate Troubleshooting
- CRM Implementation

Employment History

<ul style="list-style-type: none"> • Senior Consultant – MCP Ltd Freelance contractor, providing Project Management and Business Consultancy services to the Publishing industry and other verticals 	Sept 2017 ->
<ul style="list-style-type: none"> • Project Manager / Senior Business Consultant – Ingenta plc Providing business consultancy and project management services for multiple concurrent high-value (average £1m) Enterprise software implementation projects with the multiple challenges of very aggressive timescales and an evolving software solution, requiring tight management of time, cost and scope to ensure success 	April 2012 - Aug 2017
<ul style="list-style-type: none"> • Offshore Operations Director – Publishing Technology plc (Oxford) As Offshore Operations Manager for VISTA International (which became the publicly-traded company Publishing Technology plc in 2007), was responsible for the program management to transition the legacy, proprietary-language VISTA 4GL application suite into the .net and Windows architecture. Given executive responsibility in 2007, with P&L oversight for all group offshore operations. Relocated to Sri Lanka and successfully created and managed a multi-disciplined, globally-resourced offshore delivery team of over 35 people operating out of both Sri Lanka and India, providing both offshore Reengineering and Professional Services for the dual purposes of the aforementioned application reengineering and to create a cost-effective, revenue-earning profit-centre providing DBA services, C#.net, Java, Oracle Forms development and content conversion. Also involved in the definition and delivery of new global market penetration strategies, sales support and product management activities for enterprise application re-engineering project and cloud-based content management and digital delivery systems. Responsibilities included roadmap definition, sales support, sales-channel and third-party product and partner integration 	2004 – Mar 2012
<ul style="list-style-type: none"> • Business Consultant / Project Manager – VISTA International (London) Involved in the research, definition and documentation of customer data migration strategies, third-party application integration and associated contract negotiation. Also significantly involved in the project planning, scheduling and costing of corporate application migration and re-engineering plans. Project management responsibilities included the planning, scheduling and tracking of multiple mid-sized implementation projects 	1997 - 2004

<ul style="list-style-type: none"> • Senior Systems Analyst – Marston Book Services (Abingdon, Oxfordshire) Responsible for significant liaison with publisher clients and multiple concurrent systems analysis, design and implementation projects. Key achievements included the technical project management and implementation of a Warehouse Management System and a comprehensive Production Costing and Scheduling system. 	1994 - 1997
<ul style="list-style-type: none"> • Senior Analyst / Programmer – Blackwell Publishing (Oxford) The role involved interaction with a geographically-widespread and varied user base, the provision of development technical support, systems analysis and design, and occasional overnight support. 	1990 - 1994
<ul style="list-style-type: none"> • Analyst / Programmer – Anchor Housing (Oxford) A classic systems development role, using the Mantis 4GL development language 	1988 - 1990

Education

<ul style="list-style-type: none"> • West Oxfordshire Technical College 	1986 – 1988
<ul style="list-style-type: none"> • Henry Box High School, Witney, Oxfordshire 	1984 – 1986

Additional Information

<ul style="list-style-type: none"> • Technical Experience <ul style="list-style-type: none"> ○ <i>Collaboration / Planning Tools</i> – Very experienced with MS Project, Confluence, Jira ○ <i>Office Tools</i> – Very experienced with Word, Excel, PowerPoint, Outlook, Project, Visio ○ <i>Web and Windows Development methodologies and Tools</i> – Significant exposure to HTML, PHP, CSS, Dreamweaver, SQL Server, Oracle, T-SQL, SQL, database design principles, Data Warehousing applications, SharePoint and ETL technologies. ○ Good experience of Windows Server technologies and infrastructure/deployment ○ Excellent experience in VISTA 4GL, OpenVMS, DCL
<ul style="list-style-type: none"> • Language, Communication and People Skills <ul style="list-style-type: none"> ○ Excellent English (spoken, written and presentation) skills ○ Some French, Dutch and German • Highly Perceptive. Able to create a strong team spirit and to motivate and enthuse people

Personal Information

Nationality : British
Age : 47
Interests : Motorsport, Scuba Diving, Film and Visual Effects

References

Available upon request