

Shireen Walker

Project & Programme Manager

Shireen is an IT professional with over twenty years of experience in Programme and Project Management across HR, media, public sector, academia, IT services, manufacturing and retail sectors. She has successfully managed business change, infrastructure and software implementations, and transition and transformation projects across multiple project streams. She has negotiated terms and managed budgets and project teams, customers and stakeholders, consistently delivering to time, cost and quality constraints throughout the project lifecycle.

EMPLOYMENT

Sept 2009 to March 2010 HR Transition Lead, Metropolitan Police Service

- Planned and implemented of migration and cutover activities for the Oracle based Human Resources system for the Metropolitan Police, London's largest employer.
- Floorwalked 120 Health and Wellbeing professional users, including doctors and nurses
- Created the approved Cutover Approach and devised and ran validation testing.
- Gained sign-off of structure and design deliverable documentation for £500k stage payment
- Planned and facilitated system demonstrations to gain management buy-in and confidence
- Manager of a team of Transition Coordinators, who have successfully managed the preparation of over 57,000 Personal and Sickness Management Files for MPS employees
- Planned and managed the audits of 64 local Borough HR departments across London by the Coordinators through with local HR Managers at each location and MPS staff
- Scoped the transition plan for the collection and indexing of files by an external third party
- Facilitated workshops, designed and wrote framework and procedures for Electronic Document Records Management in managed HR Advisory shared services centre
- Identified requirements for Assistive Technologies and non-Oracle applications and to gain British Standards compliance for Evidential Weighting and Legal Admissibility.

Aug 2009 to Sept 2009 Project Manager, DMGT

- Project Manager for the phase of a Financial Transformation Programme which included the Daily Mail and Mail on Sunday newspapers, providing shared services from a 200-strong centralised finance function, and implementing Agresso, a new financial system
- Responsible for creation and management of overall programme plan and dependencies on future projects, which involved liaison with multiple stakeholders in the businesses
- Identified, assessed and managed potential and actual project risks and issues
- Managed project support office and PMO resource to provide support to workstream leads
- To report project status to PM team and key stakeholders in Project Delivery Board

June 2008 to Feb 2009 Programme Manager, Fujitsu Services

- Led recovery programme for Senior Management Team of Fujitsu's Managed Service Desk solution, TRIOLE for Services, based on ITIL V2/ISO 20000 compliance
- Planned migration of over 200 clients (1200 users, handling around 600,000 calls pa) from legacy Peregrine Helpdesks to an ITIL V3 compliant Service Desk Solution
- Planned implementation of shared service in major UK global customer accounts, including Royal Mail, FSA, Reuters, Electrolux and Scottish Water
- Managed Service Delivery Managers and Programme Management Teams
- Led communications with all major stakeholders from individual client accounts
- Issue management and resolution, programme planning, establishment of recovery team, release management, take-on of new accounts and management of business change
- Established and managed SharePoint site for the team, highlighting team responsibilities, contact details, go-live dates and service maintenance time for the TRIOLE solution

July 2007 to May 2008 Programme Manager, Fujitsu Services

- Facilitated and guided the Project and Programme Management leadership team to standardise and simplify management information reporting across the unit
- Researched, developed and implemented Balanced Scorecard
- Designed and implemented Resource Deployment Report for 1100 resources
- Defined and identified incentive scheme for 840 Programme & Project Managers. Managed this scheme on behalf of HR, calculating bonuses for each individual against set criteria
- Represented the Capability Unit on project and cost reporting initiatives
- Worked with Resource and Project Offices to improve processes and results

Aug 2006 to May 2007 Reward Programme Manager, University of Bristol

- Facilitated the implementation of £8m change programme to introduce new pay and grading structure and terms and conditions for all of the 5500 university staff
- Managed multiple stakeholders at all levels both internal and external to the University
- Member of Joint Trades Unions negotiating team for collective bargaining agreement
- Reported directly to the Programme Board chaired by the Pro-Vice Chancellor, producing programme report and papers and presenting regularly at board meetings.
- Established and introduced project management disciplines through the programme with the creation of standardised documentation and processes.
- Chaired Reward Implementation Group, leading all transition and transformation activities, including the management of business change, project planning and communications
- Monitored project finances and tracked progress of job evaluation panelling
- Worked with a project separate Programme team to establish a business case for £800k funding for three years of a ten year initiative to deliver a Career Framework.

Aug 2004 to Aug 2006 Programme Manager, Fujitsu Services

- Managed releases of ExISS (Information Exchange) and OASys (Probation and Police links) as Programme Manager for the Criminal Justice IT project at the Home Office
- Managed multiple third parties, including 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 and lead interface to the main clients UK Trade and Investment and Department of Trade & Industry
- Managed mixed teams of PMs, PCOs, DBAs, CSAs, software developers and architects from Fujitsu and third-parties LogicaCMG, ePiphany, SSA and Computer Associates
- Led commercial negotiations with the Sales Director to gain over over £1m additional revenue and pivotal in renegotiating Joint Infrastructure Service Level Agreement
- Developed and delivered new websites www.uktradeinvest.gov.uk and DTI (now BERR) and related CRM applications and web analysis
- Head of Projects for Fujitsu at the DTI, line-managing team of PMs to deliver portfolio of small/medium-sized infrastructure and software development projects.
- Recruited, mentored and coached graduates and junior Project Leaders to promotion to Project Manager

July 2004 to current Walking Correspondent, Reading Evening Post

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

Shireen took a Career Break to travel across Canada from January to July 2004

Jan 1999 to Dec 2003 Senior Project Manager, Fujitsu Services

- Additional Services Manager for £232m Libra Project with responsibility for Change Management and Catalogue; managing and tracking over 300 change controls and making business cases to the Lord Chancellor's Department (now Ministry of Justice)
- Line and matrix-managed 40 project managers proposing, initiating and delivering projects from single LAN points to building moves, providing additional revenue.
- Negotiated with, ensured contractual timescales were adhered to and progress reported regularly to Department of Constitutional Affairs and Magistrates' Courts Committees.
- Southern Regional Implementation Manager, line managing 5 Project Managers deploying Office Automation to over 5,000 users in Southern England and Wales.

Positions as Business Analyst; Resource Planner; Implementation and Migration Manager, centralising Accounting and Procurement staff and processes for Inner London MCC.

March 1997 to Dec 1998 Senior Business Analyst, De la Rue

- 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.

Jan 1998 to Feb 1997 Store Management/Business Analysis, Sainsburys

- 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.

Nov 1981 to Dec 1988

Store Management, Poundstretcher

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

EDUCATION

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