CHRIS ASCOUGH

PROFESSIONAL PROFILE

An exceptional and experienced Senior Project Manager and Business Consultant with a history of delivering successful change. Has shown flexibility in assignment and location throughout his career. An able problem solver and strategist delivering improvements through situational analysis and team, process and technological development, achieved within the budget imperative, through key skills in:

- Project Management
- Situational Analysis
- Change Management
- Policy & Procedures

- Troubleshooting
- Innovation & Creativity
- Organisational Development
- Product Development

KEY ACHIEVEMENTS

- Delivered desktop virtualisation (VDI) proof of technology environment and successful user testing exercise for Astra Zeneca. RESULT: Delivered Business Case with potential savings in excess of $50 million p.a. (2011)

- Developed plan to transform underperforming Service Support group through measures to manage workload, empower management and leverage technology. RESULT: Over £2 million OpEx savings identified, reorganisation completed. (2008)

- Completed assessment of project processes at GTECH US. RESULT: Identified savings between $50,000 and $300,000 p.a. and 25% reduction in live errors. (2006)

- Edited and authored detailed software and consultancy sales proposal. RESULT: Campaign secured a contract of €1million+, delivering €400,000 to TORI. (2006)

- Introduced project request and approval process for UN World Food Programme. RESULT: Eliminated 60% of projects through business alignment and improved prioritisation and planning leading to improved business satisfaction rating. (2004)

- Launched new data delivery technology for Reuters with associated marketing and sales initiatives. RESULT: Enabled Reuters to increase capacity and reduce net cost to client. Rated among Reuters most successful launches. (2001)

- Developed and implemented IT change control processes for Bank of Tokyo Mitsubishi. RESULT: 75% reduction in system errors. (1999)

- Transformed failing IT project restoring it to budget and timescale. RESULT: Fault count reduced by 80%, avoided potential £300,000 overrun on £4m project. (1997)

- Delivered global financial data capture system for Barclays PLC on time and budget. RESULT: £400,000 project ensured timely delivery of financial information. (1996)

- Implemented new private banking application at Goldman Sachs. RESULT: Bank opened on time and revenue of SFr 5million and annual SFr 150,000 support contract for Watkins. (1994)

- Established skilled team to provide extensive product customisations for Watkins' clients. RESULT: Team achieved first implementation of product. (1994)

- Designed and directed development of industry-leading trading and settlements system. RESULT: £1.2million profit, £6million turnover and delivered to client satisfaction. (1989)

- Redesigned application control system for Kapiti utilising new technology to deliver significantly enhanced reliability and improved user interface (1984).

CAREER HISTORY

Nov 2010 – May 2011 **Project Manager** **AstraZeneca, Cheshire**
Global pharmaceutical company.

- Managed vendors and in-house staff through infrastructure implementation and configuration of Citrix based Virtual Desktop (VDI) solution for proof of concept project.
- Designed communications plan, user test cases and feedback surveys. Managed 180 users through the testing process.
- Developed business case for global roll-out of virtual desktop architecture involving $70 million costs and potential $50 million savings per annum.

Jan 2010 – November 2010 **Consultant** **Zeroarena, Liverpool**
My own company.

- Delivered Management consultancy and director mentoring for care company.
- Delivered QA processes, measurements and quality management across the business.
- Service Management training undertaken.

Nov 2008 – Apr 2010 **Director** **Birkdale Relocations, Merseyside**
Home find & relocation company.

- Developed Business Plan and Business Model for start-up business.
- Designed marketing campaign, including website, and business processes.

Apr 2008 – Oct 2008 **Service Transformation Manager** **Network Rail, London**
National Rail infrastructure provider with 22,000 IT users.

- Analysed technology Service Support across NR and developed remediation plan involving reorganisation, process enhancement and management development.
- Identified £2 million in operational savings through staff reassignment and charging.
- Designed organisation and process changes to enhance Help Desk responsiveness, efficiency and resolution time.
- Designed and implemented organisational changes to enhance user support focus.

Jan 2007 – Apr 2008 **Project Manager** **Zeroarena, Liverpool**
My own company.

- Took time out to undertake property development/renovations.
- Management development programme undertaken.

Jan 2005 – Dec 2006 (Perm) **Project Manager and Consultant** **TORI Global, London**
Niche consultancy supporting CIOs within the Financial Services sector.

- Authored successful €1 million software sales proposal worth €400,000 to TORI.
- Delivered projects assessment for GTECH, US; savings up to $300,000 identified.
- Successfully initiated a personal wealth management web site development project worth $500,000 to TORI.

Jul 2003 – May 2004 **Consultant Project Manager** **UN World Food Programme, Rome**
UN food aid agency based in Rome with turnover of $3billion & 10,500 staff.

- Completed assessment of existing project management processes.
- Developed and launched project request process to control inflow of requests.
- Managed tender, selection and successful implementation of project portfolio management application providing complete visibility of activities for Director of ICT.
- Initiated and executed business alignment exercise. Eliminated 60% of projects.

Mar 2000 – Oct 2001 Product Manager, Real-time Data Delivery **Reuters, City**
Global information company with 17,000 staff and £2.6billion revenues.

- Launched replacement market data delivery technology to meet market growth.
- Organised and led 2 day Product Launch conference. Supported sales teams in recruiting Beta test sites and promoting new product.
- Analysed methods to deliver data to small clients; averted potential cost increase.

Mar 1999 – Feb 2000 **Implementation Manager** **Bank of Tokyo Mitsubishi, City**
Foreign Exchange & Money Markets services bank, 2,000 staff in London.

- Developed and implemented change control process; reduced live faults by 75%.
- Planned and co-ordinated the work of application, infrastructure and support group Y2K projects to ensure changes implemented with minimum risk and disruption to users.

Mar 1998 – Feb 1999   Euro Project Manager, Real-time Data Delivery   Reuters, City
Global information company with 17,000 staff and £2.6billion revenues.

- Identified & managed systems changes for Euro launch. Established business requirements with product management and prepared Functional Specifications.
- Co-ordinated development and implementation with developers and operations.

Jun 1996 – Feb 1998   Project Manager (seconded to Lombard Finance)   MSS, Redhill
Niche systems migration consultancy.

- Managed Millennium & Systems Migration Project for Lombard. Controlled project life-cycle, project team of c. 45 and £4 million budget. Delivered to time and budget.
- Established and managed working methods and SLAs for off-shoring development activity. Implemented a development QA process to cover local and outsourced work.
- Restored failing project to health, saving potential £300,000 cost overrun.

Jul 1995 – Jun 1996   Project Manager   Barclays Bank, City
Global retail bank and financial services provider.

- Managed development of PC based system to collect financial data from branches worldwide. The project, worth c. £400,000, and was delivered on schedule enabling provision of timely financial data to directors.
- Managed full life cycle of project with a small team of designers & developers.
- Delivered completion report with fully costed proposals for future development.

Aug 1990 – Apr 1995 (Perm)   Project Manager   Watkins & Associates, Slough
Private banking software provider with c. 75 staff.

- Delivered implementation of first live BASYS site at Goldman Sachs Private Bank, Zurich enabling on-time opening of new bank (worth over SFr 5 million to Watkins).
- Designed & implemented operating procedures for J P Morgan, Geneva.
- Customer Support manager responsible for 20 staff, resourcing, reporting and budget.

Mar 1989 – Jul 1990   Project Manager   HFC Bank, Windsor
Retail and Retail Finance Bank.

- Managed projects to modify subsystems within ICBS (FISERV). Projects delivered on time and budget. Project team of 15 staff.
- Responsible for Current & Savings accounts, ATM network and Loan products.

Apr 1985 – Feb 1989 (Perm)   Project Manager   DSL Limited, City
Banking and general software consultancy.

- Managed development of complete trading & settlement system for Gerrard & National. Project, worth c.£6 million, realised £1 million+ profit, delivered on time. Team of 60.
- Initially team leader for design and development of real-time dealing component.

Aug 1980 – Mar 1985 (Perm)   Analyst/Programmer   Kapiti Limited, Windsor
International banking software provider (Equation).

- RPG and CL programmer, analyst and project manager for conversion to S/38.
- Redesigned and implemented application (Equation) Control System for S/38.

EDUCATION

2:1 BA (Hons.)   Politics   Nottingham University
Prince 2 "Practitioner" and ITIL (Service Management) Foundation.
Member, Association for Project Management

Ongoing professional development in:

• Project management	• Service Management	• Managing change
• Problem solving	• Technology solutions	• Marketing

Devised and delivered training sessions in:

• System operations	• Control systems	• Project planning
• Team leadership	• IT applications	

PERSONAL

Happily settled with my wife, Caroline, who has brought me much joy and three expensive step-sons. I enjoy walking, gardening and garden design, learning about the wines of France and follow horse-racing and American football; I also fundraise for a local educational charity.

I speak good French, fair German and basic Italian.

TESTIMONIALS

"Whilst consulting on specific service elements and managing the expectations of a broad stakeholder base, Chris expertly delivered concise, measured appraisals of both Service and Process to provide a framework on which to build a successful Service Transition. Engaging staff at all levels to ensure a full lifecycle view of work-packages, Chris' final report was a pivotal piece of work that kick started a 9 month transition plan with a building move." *Helpdesk Manager, NetworkRail*

"Chris is a significantly skilled project leader at the higher levels of delivery. He is an able analyst and a most cogent 'reader' of situations and organisational need. Intellectually he is thoughtful, resourceful and results focused."
Senior Consultant, Fort Chapard

"It was a pleasure to work with Chris for six months at Network Rail. He combined his highly competent business skills and professional approach with lots of common sense analysis and effective solutioning."
Head of Business Systems, Network Rail

"Chris provided insightful and common sense analysis during his engagement and did this in a competent and professional way. It was a pleasure to work with Chris."
Head of Application Support Group, Network Rail

"I worked with Chris whilst he was assisting with Service Transition and organisational development. He is highly skilled, diligent and insightful, bringing many innovative ideas to the table. His interpersonal skills allowed him an "under the skin" view of issues from internal staff - and to deliver C-level presentations that allowed us to change the way that we operated organisationally. He is clear, concise and driven to deliver. He was a pleasure to work with and I am happy to recommend his work."
Service Centre Manager, Network Rail

"Chris is one of the best Project Managers I've worked with, particularly on those projects which are global and complex in nature."
Partner, TORI Global

"Chris was my number 2 on TORI Global's biggest ever deal; the ITM sale to ABN Amro. Chris provided the top level project management leaving me free to focus on the sale itself and building the relationships required to execute the transaction. He is pro-active, thorough and resourceful. His attention to detail and delivery are exemplary."
Partner, TORI Global

"Chris is a highly competent project manager with a deep understanding of technical and management aspects of complex IT projects. I enjoyed having Chris on the other side of our cooperation because he understands all the details of real-life project management and was able to successfully navigate a complex IT project through the political, monetary and capacity constraints of a major international organization. While being a tough negotiator, he is a nice person and a pleasure to work with. Looking forward to the next opportunity to work with Chris."
Director and Board Member, Nagarro, Inc.

"Chris worked as a Product Manager in Data Delivery and was able to provide real value to the business in a complex part of the organisation, providing excellent external insight, whilst being conscious of and managing the internal structure and relationships required to get the job done."
Customer Proposition Manger, Commodities and Energy, Reuters