Ant Pullin

Elant Limited - IT Programme and Project Management Consultant

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I'm experienced - with over 20 years of successful IT and change programme and project delivery across industries including Retail, Energy and Media.

I specialise in - Programme and Project Management, Business Change and Software Development Lifecycle, with a particular passion for CRM and Customer Loyalty.
I'm adaptable - using varied delivery methods across both large corporate, sme, and start-up environments.

I'm business focused - with a strong business acumen built through varied leadership roles. I've held P&L responsibility for IT teams, built numerous business cases and managed varied programme and projects. I hold a first class Executive MBA from Warwick Business School.

I'm a people manager – having recruited and managed teams of technical resources including third-party suppliers, on-site and off-shore contractors, and permanent technical staff. I have experience in mentoring, coaching, and developing/delivering training.

I'm passionate - about creating value through efficient and engaging process

EXPERIENCES

Key Achievements

Various - Since 2005

‣ Delivery of a multi-year, multi-million pound programme of change to National Grid, building a step change in risk and compliance maturity and culture for the System Operator.
‣ Seven years as a member of The Midcounties Co-operative leadership team, reporting to C-level of a £1bn retail business.
‣ Introduction of a nationally branded loyalty card and scheme to half a million co-operative members.
‣ Creation and implementation of a CRM strategy, process and tools across various co-operative retail business streams within 12 months.
‣ Part of a small "Intrapreneurial" Management Team who launched Co-op Energy. I managed the first Which "Big Switch" to double customers and add £25m revenue
‣ Head of Department for IT Development and Data, with 14 FTEs and a budget of half a million pounds per annum, reporting directly to the CIO.
‣ Analysis and Delivery Management of an Azure/PBI based centralised data platform for HF Holidays, allowing consolidation, remodelling and analysis/visualisation of key sales and customer data across the business.
‣ Delivery of a half million pound programme of new software development to the FSA, praised by senior stakeholders including Dame Pauline Green (CEO, Co-operativesUK) and Philip Robinson (Director of Regulatory Transactions, FSA).
‣ Introducing a Lean PMO to BBC Worldwide giving them prioritisation, visibility and control of their technology portfolio. Acclaimed by the COO and Head of Global Technology.

Principle Consultant

Elant Ltd - Since June 2020

‣ Project and Programme Consultancy and Services including:
‣ Programme/Portfolio Management Consultancy (NWH Group, HF Holidays)
‣ Delivery Management - Software and Data Platforms (HF Holidays)

SKILLS

Qualifications

‣ Certified SAFe Agilist (2015)
‣ Certified Scrum Master (2015)
‣ Executive MBA (2013)
‣ CMI Level 5 diploma in Management and Leadership (2011)
‣ Scotworks Negotiating Skills (2008)
‣ ITIL Foundation (2007)
‣ Prince 2 Practitioner (2005)

Methods

Agile (Scrum)	★★★★☆
Prince 2	★★★★★
CRM	★★★★★
SDLC	★★★★★
SAFe	★★★★☆
Lean (Kanban)	★★★★☆

Management Skills

Project Management	★★★★★
Programme Management	★★★★★
Stakeholder Management	★★★★★
Process Improvement	★★★★☆
Data Management	★★★★☆
Team Management	★★★★☆
Portfolio Management	★★★★☆
Risk Management	★★★★★
Product Management	★★★☆☆
Business Planning	★★★★☆
Proposal writing and pitching	★★★★★
Budget / P&L	★★★★☆

- Data Management Consultancy (Aspire Pharmaceuticals, National Water Safety Forum, NHW Group)
- Business Analysis (Paycare, Aspire Pharmaceuticals, TeacherActive)
- Proposal and pitch development (Various)

Coaching and Mentoring	★★★★☆
Training	★★★★☆
Negotiating	★★★★☆

Programme Manager

National Grid - June 2016 to May 2020 - Consultant - Warwick, Berkshire, and London

- Designed and Led a Transformational Business Change Programme to deliver a step change in Risk and Compliance Management Capability and Maturity.
- Led multiple workstreams including: maturity benchmarking and improvement; tools and technology; capability and training; communication and cultural change.
- Business change activity across 9 value streams covering 1000+ employees - articulating and tracking progress between "as-is" and "to-be" states.
- Supported 30+ functions to develop and deliver improvement plans to embed proactive risk and compliance management practice and culture.
- Surfaced key risks at all levels across the SO and provided a framework, management process, tools, and technology allowing better management of them ongoing.
- Development of an online obligations and controls matrix, providing better clarity of compliance objectives and controls across the business.
- Built a Champions network of 50 Risk and Compliance SMEs - up-skilled via a training programme, and provided an online toolkit, to enable them to lead effective management in their areas.
- Trained over 450 people through 90 Risk Workshops.
- Internally developed and embedded a new Risk Management System, used by every team across the System Operator.
- Recruited and led a programme team of analysts and SMEs, as well as engaging third party vendors (e.g. PwC, EMC) as required.
- Provided progress and assurance via reporting and presentation to senior management, internal auditors, and external regulators.

Senior Consultant

Magic Milestones - April 2014 to June 2016 - Consultant - Birmingham and London - United Kingdom

- Providing agile and lean project management consultancy, training and development to UK clients
- Development and Implementation of a new Investment Management Office (Lean and value driven PMO) for BBC Worldwide, I introduced lean and agile processes, tools, governance, and reporting to manage their technology portfolio.
- An assessment of project and programme management capability and maturity for Amey. I provided a recommended roadmap for improvement, and delivered the first stage by designing and delivering assessment centres for their IT project managers.
- Workshops with Halfords to guide them through a Lean Startup process for new business ideas.
- Scrum Master for internal product development at Magic Milestones including a Resource management and placement tool, an online learning management system and our IMO product.

Head of CRM

The Midcounties Co-operative - January 2013 to March 2014 - Full-time - United Kingdom

- Appointed by the CEO to develop a CRM approach for the society, including:

- Creation of CRM strategy and business cases for capital and revenue approval by CEO.
- Recruitment and project management of internal resources and an outsource partner to deliver a Single Customer View and associated tools for segmentation and marketing automation.
- Stakeholder management across marketing and retail streams to implement CRM and data-driven marketing for six retail businesses (Food, Travel, Energy, Pharmacy, Funeral and Childcare).

Digital Communications Manager

International Co-operative Alliance - July 2012 to January 2013 - Consultant - United Kingdom

Secondment to the largest NGO in the world, the ICA, during the UN's designated "Year of Co-operatives". Reported to the ICA director of Communications and responsible for their digital communications strategy.

Co-operative Energy Projects Manager

The Midcounties Co-operative - January 2011 to July 2012 - Full-time - United Kingdom

Part of the senior team for this intrapreneurial start-up, managing technical and marketing elements of launch including new product development, Customer Relationship Management systems and the Which? Big Switch collective switching auction.

Head of Data and Development, Project Manager

The Midcounties Co-operative - July 2006 to January 2011 - Full-time - United Kingdom

- Management of IT Development, covering analysis, software design, development and deployment.
- Management of the Midcounties Data Centre delivering Management Information for a £1bn retail business.
- Held budgetary responsibility for 14 FTEs including Architects, Designers, Developers, and DBAs, plus recruitment and management of both on-site and off-shore suppliers.
- Management of key strategic projects including the introduction of a Co-operative Membership Card Scheme and a programme of software development for the FSA. Managed all supplier and client relations.
- Non-executive director for Co-operative Web - providing guidance for a start-up web development co-operative.

Project Manager

The Midcounties Co-operative - January 2005 to July 2006 - Full-time - United Kingdom

- Project Management for Co-operative IT (The IT Division of Midcounties).
- IT Project delivery, both internally and to external clients such as the FSA and Cadburys
- Obtained new external business or secured internal funding through initial meetings, requirements gathering and developing sales presentations, proposals and business cases.

Senior Analyst/Developer, Project Manager

Beoley Mill Software (BMS) - November 1999 to January 2005 - Full-time - United Kingdom

- Software Developer, primarily working with Visual Basic 6, VBA, SQL, XML, HTML and ASP.
- Project and account management for clients such as Mitchells and Butlers.

EDUCATION

Executive MBA (with Distinction)

WARWICK BUSINESS SCHOOL

2009 to 2013

BSc Hons. Computer Science and Artificial Intelligence

UNIVERSITY OF BIRMINGHAM

1996 to 1999