

# Ant Pullin

## Elant Limited - IT Programme and Project Management Consultant



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

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

### Programme Manager

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

 nationalgrid

- ▶ 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 - Since April 2014 - 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.

## 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 ★★★★★
- ▶ Process Improvement ★★★★★
- ▶ Stakeholder Management ★★★★★
- ▶ Team Management ★★★★☆
- ▶ Portfolio Management ★★★★☆
- ▶ Risk Management ★★★★★
- ▶ Product Management ★★★★☆☆
- ▶ Business Planning ★★★★☆
- ▶ Proposal writing and pitching ★★★★★
- ▶ Budget / P&L ★★★★☆
- ▶ Coaching and Mentoring ★★★★☆
- ▶ Training ★★★★☆
- ▶ Negotiating ★★★★☆

## EDUCATION

### Executive MBA (with Distinction)

WARWICK BUSINESS SCHOOL

2009 to 2013

# BSc Hons. Computer Science and Artificial Intelligence

UNIVERSITY OF BIRMINGHAM

1996 to 1999