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PROFILE

Proven ability to introduce management systems, processes and enabling IT into complex environments. Has a strong grounding in quality and process management complemented by project management and consultancy skills gained through a variety of assignments with major commercial and government organisations. Wide experience of business processes with particular expertise in IT solution development, service management and outsourcing. A capable functional and project manager with well-developed people skills, and a talented communicator and facilitator at all levels.

KEY SKILLS AND EXPERIENCE

Business process engineering specialist

Wide experience of eliciting and mapping as-is, and driving the definition and implementation of to-be processes including requirements elicitation, workshops, training, measurement and improvement. Managed the development of comprehensive process-based management systems for Logica, NatWest's smartcard development team and Electrolux IT. Demonstrable experience of developing processes in all business areas, including Finance, HR, Account Management, Project/Programme Management and Quality Management.

IT process subject matter expert

Excellent knowledge of IT-related process and supporting tools, including full-lifecycle solution development, IT service management (ITIL) and IT outsourcing. Helped establish service management functions in Electrolux, Tesco Property and Legal and General. Experience of working with managed service providers to define interfaces and processes to support IT outsourcing. Currently implementing Solution Development Lifecycle processes for Zurich UK Life.

Experienced project manager

Managed projects in the public sector (Ombudsman's Office and PITO) and private sector (NatWest, Electrolux and Tesco Property). Prince 2 qualified with expertise in MS Project. Delivered project management training to over 150 Logica staff worldwide. Managed off-shore developers at Electrolux and other 3rd party developers at Tesco Property.

Quality management professional

Member of the Chartered Quality Institute. Practical knowledge of all aspects of quality management, Obtained and retained ISO 9001 with TickIT certification for Logica's Defence and Civil Government subsidiary. Designed and gained Board approval for Logica's 3rd generation process-based Quality Management System, and championed its global implementation.

Well developed communication and stakeholder management skills

Effective communicator, influencer and negotiator with proven experience of facilitating workshops and meetings. Well-developed writing and documentation skills. Have managed a range of stakeholders at all levels, including users, business owners and sponsors, IT departments and suppliers. At Electrolux, this included representatives of the business in all of its European locations. At Tesco Property, dealt extensively with Architects, Quantity Surveyors, Main Contractors and other external specialists.

EMPLOYMENT HISTORY

Zurich UK Life

Nov 2008 - present

Process Manager - IT & Business Change

Managed the UK Life implementation of Zurich's global Solution Development Lifecycle (SDLC) and advised on its further development and improvement.

- Defined the strategy for implementing the SDLC.
- Integrated the SDLC into UK Life's existing Project Delivery Process framework.
- Implemented major improvements in several areas, including Configuration Management.

- Designed and delivered UK Life-specific training and guidance material.
- Provided support and mentoring for pilot projects.

Legal and General Assurance Society Ltd
Process Analyst - Business Information Systems

Feb 2008 - Oct 2008

Process specialist on the Development Operating Model (DOM) project team. The team managed the outsourcing of L&G's applications support and development to a Managed Service Provider (MSP) - Tata Consulting Services.

- Worked with L&G staff and the MSP to document as-is processes and run workshops to develop to-be processes to support the outsourcing.
- Introduced the use of Business Process Modelling Notation (BPMN) swim-lane diagrams, supported by Visio.
- Designed the Service Level Management process and associated New Service and Service Improvement processes.
- Supported the establishment of the Service Management function.
- Performed a survey to identify existing internal services and assisted with defining and developing a service catalogue.
- Developed a Work Request process based on use of ITSM 7 service requests, allowing the MSP to request service catalogue items from L&G.
- Developed project workload management processes for the PMO to support the implementation of a new end-to-end project lifecycle. Specified and tested functionality to implement these processes within ITSM 7.
- Designed and implemented a Sharepoint site for managing process documents.

Job Searching

Oct 2007 - Jan 2008

During this time, I studied for and passed the Prince II foundation examination. I also started studying for the ISEB diploma in Business Analysis.

Tesco Property Services
Senior Process Consultant - "My Property" Programme

Feb 2005 - Sep 2007

"My Property" was a programme to develop a web-based knowledge and programme management system. The My Property system had over 5,000 users, including 4,000 external specialists and suppliers. It was used by Tesco to manage their £1.2bn property development programme.

- Designed and implemented processes for managing the "My Property" service, providing a common way of working for the project team, solution provider and Tesco IT.
- Elicited and documented the drawing management process, in consultation with Tesco planners and external specialists.
- Defined the "My Property" Service Management role and responsibilities, in consultation with the solution provider, Tesco IT and the business, and trained the designated permanent job holder.
- Managed the "My Property" service during transition to business as usual and successfully handed over at the end of the contract.
- Project manager/business analyst for the successful delivery of bespoke enhancements to "My Property", including: Development Programme; Project Timelines; Initiatives; Supplier Performance Measurement; Design Standards and Approvals and Accident Reporting.
- Senior Business Analyst for My Property Capital, a project to design a system to support cost estimation and tracking of Tesco's £1.2b capital property development programme.

Electrolux IT Solutions (ITS)
Head of Process Development

Mar 2000 - Jan 2005

Appointed head of processes, after an initial consultancy assignment, reporting to the ITS president. Managed the definition, development and implementation of a process-based management system for all of Electrolux ITS's service delivery and service management activities, covering all areas of ITIL.

- Working with the relevant business owners, designed, developed and implemented processes in all areas of the business, including: service management; application development and maintenance; project and programme management; account management; finance and HR.
- IT process adviser to Electrolux's global Sarbanes Oxley project. Provided mapping and gap analysis to the COBIT framework control objectives.
- Managed the process stream in Electrolux's global desktop outsourcing project.
- Managed a project to implement applications service level measurement and reporting.
- Supported the development of a product costing model and supporting processes and was instrumental in communicating these to customers.

- Developed a Work Request Management process and advised on re-structuring the Changepoint professional services management tool. This facilitated significant improvements in workload management.

Logica

Sep 1986 - Mar 2000

Principal Consultant - Enterprise Performance Practice

Jan 1998 - Mar 2000

Undertook a range of senior consultancy assignments in business process design, measurement and improvement with major clients. Assignments included:

- Police Information Technology Organisation (PITO) - Facilitated the development of a conceptual model of PITO's development process and recommended methods and tools to support the model.
- Office of the Parliamentary Commissioner for Administration and the Health Services Commissioners (the Ombudsman's Office) - Managed a project to recommend how to automate their Case Management system. This led to a major implementation project.
- NatWest Development Team - Advised and supported the Quality Manager. Designed, developed and implemented a process-based quality and operations management system.

Process Consultant - Technical Directorate

Jul 1994 - Dec 1997

As the process and quality management system expert in this specialist team, designed and developed the next generation of Logica's quality management system, known as Cortex.

- Gained board-level approval of the Cortex design and architecture, which was subsequently rolled out worldwide.
- Achieved certification of Cortex to ISO 9001 with TickIT.

Quality Assurance Manager - Defence and Civil Government

Jul 1989 - Jun 1994

Responsible for all QA activities within Logica's Defence and Civil Government subsidiary, which comprised some 600 staff. Reported to the Quality Director and the subsidiary's Managing Director and managed a team of three QA consultants.

- Attained Defence and Civil Government's initial TickIT registration to ISO 9001.
- Successfully managed quality in the subsidiary to achieve excellent results from customer audits and re-certification to ISO9001 at the end of the initial 3 year period.

QA Consultant - Communications and Electronic Systems

Sep 1986 - Jun 1989

Carried out QA activities including audit, support and training. Reported to the QA Manger and the subsidiary's Commercial Manager.

ROCC Computers Ltd

Jul 1983 - Sep 1986

Verification Analyst / Verification Section Leader

National Coal Board Statistics Department

Nov 1978 - Jun 1983

Programmer / Head of Administration / National Computer Liaison Officer

GEC Marconi Avionics

Sep 1977 - Oct 1978

Test Programmer

QUALIFICATIONS

- BSc (Hons) Electrical and Electronic Engineering (2.2) - University College London (1974 to 1977)
- Member of the Chartered Quality Institute (MCQI)
- IQA A3 certificate in Quality Management
- ITIL Foundation Certificate in Service Management
- Prince 2 Foundation Certificate

SUPPLEMENTARY INFORMATION

Familiarity with specific hardware, software, techniques and methodologies

MS Office, MS Project, MS Visio, iGrafx Flowcharter, MS Sharepoint, BMC ITSM 7 (Remedy), Tivoli, Changepoint, ISO 9001, TickIT, CMMi, EFQM, COBIT, ITIL Service Management, Prince 2, BPMN, as-is, to-be, swimlanes.

Personal details

Full Name:	Bernard John Hawkes	Nationality:	British
Date of Birth:	8th May 1956	Marital Status:	Married