

CURRICULUM VITAE

RHYS MICHAEL WILLIAMS

PERSONAL DETAILS

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ACHIEVEMENTS

I have over 13 years' experience of process consultancy and project management. During this time I have been employed by Barclays, Society for Worldwide Interbank Financial Telecommunications (SWIFT), NatWest, Electrolux, AMT-Sybex, Tesco Property Services, BT, Friends Provident and Zurich.

Some of my major achievements during this time have been:

- Leading the successful implementation of end-to-end project delivery and project management processes for Zurich UK Life.
- Managing the implementation of a web-based Knowledge Management System at Tesco Property Services.
- Implementing a Global Process Framework (across numerous international locations) at Electrolux IT Solutions. This project included documenting 'as-is' processes, implementing 'to-be' processes and general alignment and re-engineering of all processes.
- Re-engineering processes across 3 international sites for SWIFT to align the ways of working at each location. This alignment was particularly important as each site provided operational back-up for the other two as part of the company's contingency plans. Implementation of the change management process increased network availability to 99.99%
- Helping Barclays Technology Services and SWIFT achieve their stated aims of gaining ISO 9001 certification (by documenting 'as-is' processes, implementing improvements, training staff and auditing the finalised processes).
- Developing and implementing a Quality Management System for NatWest Development Team.

With each client, I have ensured that processes are not just implemented as short-term fixes. By implementing effective process frameworks, strong processes, useful metrics and continuous improvement programmes, a culture is promoted whereby process improvement becomes part of business as usual.

SKILLS

- ISEB Foundation Certificate in IT Service Management (ITIL).
- Wide experience of eliciting and mapping 'as-is' and designing 'to-be' processes and driving process implementation.
- Experienced business process consultant / analyst.
- Effective communicator, influencer and negotiator with proven experience of facilitating workshops and meetings.
- Excellent analytical and organisational skills.
- Knowledge of industry best practices and standards, including ITIL and ISO 9000 series, and their practical application.
- Pragmatic process design and analysis.
- Ability to meet tight deadlines.
- Capable of communicating with all levels of staff.
- Influential in strategic decision-making.
- Proficient auditor.

EMPLOYMENT HISTORY

February 2008 - Present

Process Consultant - Zurich UK Life (Swindon)

Recruited by Integrated Management Support (IMS) Team to help with development and improvement of organisational processes.

Main responsibilities include:

- Leading a project to define, document and implement the organisation's end-to-end project delivery and project management processes.
- Leading a project to define, document and implement all internal processes for the IMS department of Zurich UK Life.
- Facilitating the capture of Asset Management processes.
- Providing consultancy on a project to implement a document repository.

November 2007 - January 2008

Business / Process Analyst - Friends Provident (Salisbury)

Worked mainly on a project to document the systems footprint for all UK and International products provided by Friends Provident.

Responsibilities included:

- Producing a definitive list of all UK and International open-book products.
- Defining and documenting the 'as-is' lifecycle processes for UK and International products.
- Running workshops / interviews to map systems used during the lifecycle of each product.
- Performing an audit of existing IT Standards documentation.

August 2007 - September 2007

Process Consultant - British Telecommunications (Fleet)

Short-term contract to support the process lead in defining processes and procedures required to deliver a BT managed product solution for a fixed-line voice proposition.

Reporting to the Process Lead, main responsibilities included:

- Supporting the process lead in reviewing the end-to-end solution and defining and documenting functional and operational processes.
- Reviewing the documented processes and co-ordinating internal review and sign-off.
- Resolving gaps in the detailed solution and communicating resolution.
- Ensuring definition of SLA metrics and KPIs.

May 2004 - July 2007

Knowledge Management Project Manager - Tesco Property Services (Welwyn Garden City)

Managed a £4.5m strategic project to implement a web-based Knowledge and Programme Management System within Tesco Property Services. The main aims of the project were to improve the quality of decision support and information within the organisation, create 'one version of the truth' and ensure that information was shared both within the organisation and with the supply chain.

The project delivered a rolling property development programme and on-line supplier allocations, project collaboration and tracking system, supplier performance measurements, design standards and version-controlled design documents.

Reporting to the Project Sponsor and Leadership Team, my main responsibilities included:

- Project planning.
- Requirements definition.
- Managing the relationship with the 3rd party solution provider.
- Defining the business / knowledge management strategy.
- Managing project costs.
- Initiating projects to improve quality of information within the organisation.
- Liaising with all stakeholders to ensure that the needs of the user base were met.
- Presenting progress on a monthly basis to the main suppliers.
- Communicating and marketing the solution within the organisation.
- Defining and managing the training programme and production of user documentation.

January 2004 - April 2004

Process Consultant - Tesco Property Services (Welwyn Garden City)

Worked on a project to review and re-engineer Tesco Property Services, to ensure it became lean, highly efficient and organised to deliver its core objectives better, simpler and cheaper. Role involved the mapping of core 'as-is' processes, analysing root-causes of problems, recommending potential solutions and action projects, documenting to-be processes and organisational re-design / structural alignment.

July 2003 - November 2003**Process Consultant - Electrolux (London and Europe)**

Recruited as a process consultant on a \$250 million desktop outsourcing project.

Main responsibilities included:

- Development of an interim procurement process.
- Development of business processes and project governance documentation.
- Initiation of the procedures manual.
- Identification of all process interfaces between Electrolux and IBM.

March 2003 - June 2003**Process Consultant / Project Manager - AMT-Sybex (Letchworth)**

Recruited as a process consultant for a consultancy that works solely in the utilities market. Assigned two major pieces of work:

- Project Manager for implementation of Knowledge Management System - Responsible for managing the pilot phase of the project from inception.
- Review of all internal processes, covering account management, pre-sales, sales, marketing, customer services, finance, HR, IT support, and resourcing.

July 1999 - January 2003**Process Development Consultant - Electrolux IT Solutions (London, Europe and USA)**

Recruited to design and implement a process framework for the Global Operations department within Electrolux IT Solutions.

Responsible for managing the process development project, advising on selection of the other members of the project team and reporting to senior management on progress at monthly management meetings.

Reporting directly to the SVP (Global Operations), the work included:

- Conducting a review of the operational status and current working practices of major locations (UK, Germany, Italy, Sweden, France and North America).
- Identifying which key processes would deliver tangible benefits.
- Identifying and producing global key processes.
- Documenting and implementing local business and operational processes in each region.
- Designing and delivering process awareness and training sessions.
- Defining, collecting, and analysing process metrics.
- Developing ITIL service desk processes, operating manuals and other associated documentation.
- Liaising with all process owners to implement a programme of continuous process improvement.

October 1998 - July 1999**Quality Consultant - NatWest Development Team (London)**

Recruited to implement a Quality Management System. The work included:

- Process identification.
- Documenting 'as-is' and 'to-be' processes.
- Production of quality manual.
- Implementing a continuous improvement programme.
- Project planning.
- Management reporting.
- Provision of awareness sessions.

January 1997 - October 1998**ISO 9001 Process Consultant - SWIFT (Belgium, Holland and USA)**

Responsible for implementing the Managing Director's Quality Initiatives, which stated the need to implement ISO 9001 into SWIFT's Production division. The work included:

- Documenting 'as-is' and 'to-be' processes - Covering 3 sites, 300 staff and 12 departments.
- Project planning.
- Internal auditing.
- Management reporting.
- Provision of ISO 9001 awareness courses.
- Process re-engineering / improvement.

June 1995 - January 1997**ISO 9001 Project / Process Analyst - Barclays Technology Services (Poole)**

Member of the project team responsible for implementing ISO 9001 and TickIT. Responsibilities included gap analysis, project planning, process documentation, production of skills matrices, provision of training, internal auditing, reporting progress at the monthly quality board meeting and transfer of information.

March 1994 - June 1995

Finance Project Analyst - Barclays Network Services (Poole)

Developed a contractor database leading to the centralisation of contractor payments, a reduction in the number of contract agencies and substantial savings due to the introduction of preferred agencies.

EDUCATION & QUALIFICATIONS

1989 - 1993	University of Wales BA (Hons) Business Studies, 2.1 Modules studied included Information Technology Management, Information Systems Development, Business Information Systems, International Marketing, Statistics, Economics, Accounts, Business Law and Psychology.
1982 - 1989	King's Grammar School, Grantham 3 A-Levels, 9 O-Levels
Computer Literacy	Word, Excel, Visio, PowerPoint, Outlook, MS-Project, ABC Flowcharter / Igrafx, Lotus Notes, MacFlow.
References	Available on request
