

# Curriculum Vitae – John Jeapes

## Profile:

Experienced MSP, PRINCE/2 & PMI/PMP Consultant / Delivery focussed manager comfortable working in either a business facing role specialising in change management and business readiness, or in an IT facing role. Recent skills cover Regulatory assessment process definition and more specific Anti-Money Laundering Regulation activities.

Other skills cover Requirements gathering / Process reviews, “As-is” Business & “To-be” Target Operating Model creation, Analysis / Development, Procurement, Data management, Integration & Implementation. Experience in implementing a Common Operating & Data Model across Europe for two separate clients and experience in implementing a common SEO Data Model across Europe and South East Asia. In line with the current focus on business strategy, roles have become increasingly more involved in Requirements gathering, Business Analysis as part of a Business Change programme, and increased focus on high-level operational, Credit & Reputational risk awareness.

Functions performed include Programme / Project management (up to 40 staff, across multiple sites including the use of 3<sup>rd</sup> party and Off-shore resources), Time and Materials & Fixed Price projects (up to £12M), Business Analysis, Gap analysis, Implementation, Integration / Outsourcing, Full Life Cycle development (both “Waterfall” & Agile - Scrum / “RAD (DSDM)”), Testing, CRM, Mainframe, Desktop, & Web applications, Process Migrations, Workflow, Data Analysis / Mapping / Extraction / Enhancement / Cleansing & Migrations, Pre-Sales support, Proposal preparation, Bid & Contract management, Project team Hiring / Firing / Appraisal / Development, Project Budgetary controls, Project Bidding / Dashboards / Metrics / Archiving, Programme & Project Planning, Risk / Issue / Change management, Quality management / Quality reviews, Tender preparation, Procurement, Gateway reviews, Project health-checks, Promotion of Best practice techniques, Business Readiness & Go / No-Go reviews.

Proficient in – Word, Excel, PowerPoint, Outlook, Access, Project, Visio, Communicator, VB(A), Visual Studio Windows, MS-SQL, SharePoint, Linux, MySQL, PHP, VMWare etc.

## Key Skills:

- **Team Leadership:** Led teams of up to 40 technical and management staff, including staff development programmes consisting of objective setting, appraisals, training plans and career progression. Good team building capabilities.
- **Customer / Stakeholder Focussed:** Always comfortable in customer / stakeholder facing situations, as much experience gained in either a Consultancy client-facing role or a close stakeholder management role. Solid requirements gathering being key to successful stakeholder management.
- **Planning / Control:** Adept at both Top-Down Planning (Work Breakdown Structure / Resource Planning) and Bottom-Up Planning (Task / Activity detail). Avid believer in Quality management driven by Assurance activities.
- **Delivery Control Oriented:** Having worked for six years for a Software House whose business was based upon Fixed-priced projects, meant that the whole culture of the company from Senior management through to the development team was geared to a delivery based on “on time” and “within budget”; rewarded by the appropriate bonus schemes. Having worked within this culture for so long has left a delivery focussed “quality” attitude.
- **Communication Skills:** Ability to communicate effectively with all levels of staff or stakeholders. Having dealt with some fairly large clients and having the experience of running a Consultancy business has provided much insight and the need to communicate at senior levels; whilst at the same time having ongoing technical appreciation has enabled the ability to effectively communicate with team members down to a junior level.

## Roles / Tasks:

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| • <b>Project Management:</b> > 30 years  | • <b>Requirements Analysis:</b> 6 years |
| • <b>Programme Management:</b> > 7 years | • <b>Budgets:</b> > 10 years            |
| • <b>Risk Analysis:</b> > 10 years       | • <b>Staffing:</b> > 10 years           |
| • <b>Procurement:</b> 2.5 years          | • <b>Migration:</b> 8 years             |
| • <b>Data activities:</b> 8 years        | • <b>Development:</b> > 10 years        |
| • <b>Web Development:</b> 8 years        | • <b>Infrastructure:</b> 4.5 years      |

## Business Experience:

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| • <b>Compliance / Regulation:</b> 4.5 years | • <b>Life Insurance / Pensions:</b> 3 years |
| • <b>New Media / Digital:</b> 5 years       | • <b>Utilities:</b> 3 years                 |
| • <b>Central Government:</b> 4 years        | • <b>Finance / Banking:</b> 6 years         |

## Resume:

### 22 March 2016 to 30 September 2016 – HSBC - Project Management / Business Analysis

- Global Transaction Monitoring Deployment Package Design & Build as part of the Anti-Money Laundering portfolio. Development of a re-usable multi-Programme Release Management process and supporting artefacts covering common, shared and independent elements, with deployment across 49 countries.

### June 2014 to March 2016 – J J Computer Associates - Programme / Project Management Consultancy

- Compliance Assessment Consultant. Regulatory frameworks and more general Processes & Procedures frameworks. Covering definition of a Proof of Concept for an all-purpose Assessment process covering Anti-Money Laundering, Anti-Bribery & Corruption, Children's Act (and Section 11), Health & Safety (Section 8),

Evidence collection and Action Planning & more general assessments. Supporting PCI/DSS and ad hoc Programme / Project Planning activities.

- Ad-hoc / Interim / Part-time Consultancy activity, Requirements definition, Business Development & Process Reviews etc., including BUPA Solvency II Pillar 3 Portfolio planning assistance.

#### **November 2010 to May 2014 (Contract) – Royal Bank of Scotland (RBS) – Senior Project Manager**

- Led the FCA Anti-Money Laundering Attestation Control team liaising with 1<sup>st</sup> / 2<sup>nd</sup> line Risk teams to close identified Conformance Gaps for Business & Commercial customers and to provision the appropriate levels of documentation to evidence Conformance.
- Led the Anti-Money Laundering (AML) Programme Delivery Control team to develop an appropriate level of programme / project best practice guidelines / framework, and by means of ongoing assurance audits confirmed that the agreed guidelines for scope definition, requirements documentation, planning and Business Readiness were consistently being followed for Business & Commercial customers.
- Actively engaged with low performing project teams to re-plan / recover as necessary by contributing to delivery of the Know Your Customer (KYC), Know Your Business (KYB) processes as part of Customer Due Diligence (CDD), Transaction Monitoring processes, Business Operating Model, Procedural documentation, Technical IT Case management software development & SharePoint usage and exercised as part of the Live Proving of Periodic Reviews working alongside Risk and the Business.
- Contributed to the design / planning / implementation approach for the second stage in the Business Telephony Transformation programme. *AGILE*
- Lead the Business Readiness team for the first delivery stage in the Business Telephony Transformation programme covering Stakeholder Management, including liaison with Senior BAU Stakeholders, newly appointed Business Manager Team leads, PMO, Assurance Leads, Testing, Risk, Programme Managers and cross functional work-stream leads. Managed the creation of work breakdown structures and work package / product documentation. Tracked work breakdown structure progress against plans / schedule, documentation and reviewed changing process maps. Created Business Readiness Quality Gate Checklist and facilitated the Go/No Go process and meetings. Managed and captured key risks and issues in relation to Business Readiness.
- Performed a project assurance role on the implementation of an IBM Websphere Portal / WCM solution to ascertain that the appropriate level of control from a Business Readiness / Quality control perspective was in place for all project deliverables. Additionally reviewed, debated and documented the support / maintenance processes required following customer facing implementation. *AGILE*
- Completed a high-level master plan for review by senior management by combining multiple disparate work-stream level plans into one. Contributed to the initial Migration Strategy, covering the migration processes and customer selection options for the transfer of customers into a new business proposition.

#### **September 2009 to September 2010 (Contract) – Department of Energy and Climate Change (DECC) – Business Partner – Analyst / Project Manager – Service Delivery**

- Managed the SharePoint 2007 Content Management proof of concept project. Performed the requirements analysis and review of the existing Intranet, organised and ran workshops to review future functionality expectations producing MoSCoW requirements, Information Architecture, navigation requirements, wireframes and template definitions etc. Performed Gap analysis to identify where standard SharePoint 2007 failed to meet requirements and reviewed commercially available solutions that enhance SharePoint 2007 developments. Reviewed the potential process and content migration approaches, training options and user adoption. Produced a report summarising findings making the appropriate recommendations on moving the project forward.
- General analysis of business requirements covering provision of IT services in respect to department moves (DEFRA staff into DECC) and the changes caused by change in government. Also supported the adoption of the secure laptop as default desktop IT access for DECC and the ongoing desktop build requirements to support changes / transition of business strategy.
- Managed the project governance and budgeting control of a 3rd party development and implementation of a replacement Chemical Weapons Convention declarations system and data migration.
- Managed various roll-outs of operational software including MS-Office Communicator (Instant Messenger, Video Conferencing & Desktop sharing), Secure Messaging system & Contact database. Reviewed and organised the secure IT / networking requirements for various European and World-wide Conferences.

#### **May 2008 to July 2009 (Contract) – Lastminute.com – SEO Programme Manager / Product Mgr / Project Mgr**

- Managed the analysis and review of the lastminute.com online shopping websites for the UK, France, Italy, Spain, Germany and the Nordics in respect to Search Engine ranking for the SEO Housekeeping programme, covering adoption of Best Practice, legacy remediation and external Agency activities. These websites being a mixture of technologies predominantly Frontier (Zope) and Dynamo CMS, managed using Agile development methodologies. Using Italy as a pilot produced interactive process definition and supporting documentation for the use and guidance for other countries. *AGILE*
- Working for the Marketing department, managed the implementation of new Merchandising features for online hotel accommodation bookings, meeting the needs of SEO / PPC & merchandising. This covered implementation into the UK, France, Italy & Spain, and involved liaison with Travelocity in Dallas, USA, and with the off-shore development teams in Bangalore, India. *AGILE*

- Managed the initiation of the Payment Card Industry / Data Security Standards (PCI / DSS) programme from an IT perspective in respect to the development and operational activities covering this legislation.

### **January 2006 to April 2008 (Contract) - Business, Enterprise and Regulatory Reform (BERR) / The Department of Trade and Industry (DTI) - Senior Project Manager**

- Performed the role of external supplier manager for the Analysis & Design of the new BERR website, which encompassed the development of business strategy, objectives and requirements following interviews of key external stakeholders, and internal business representatives. The process covered information architecture review, content review, prime user journeys and wireframe development, creative design using defined branding guidelines and finally major CMS template design. Also reviewed the BERR Intranet from the perspective of utilising common web services across the business.
- Managed the Requirements Analysis and Technical Review of a number of very high-profile / high-security Parliamentary Private Office systems used by key Government Ministers, and their offices. Facilitated and engaged in Workshops / Interviews with the Parliamentary Support team and with a number of stakeholders from other Governmental Departments.
- Performed the role of Project Assurance Manager for the Upgrade, Development, Build & Implementation of CISTATS (Construction Industry Statistics), which encompassed the transition of the service to a wholly managed external supplier, the definition of key contract deliverables and payment milestones based on the chosen suppliers proposal in response to the designated ITT.
- Managed the feasibility and design review of an internal quotation, requisitioning and procurement system; interfacing into the Finance system. This process covered working with the business to perform a Scoping Study via facilitating and engaging in workshops and producing a Requirements definition. Was instrumental in driving a cost reduction programme by improving the current processes / system to implement the findings of the Requirements Analysis and to perform the identified data cleansing activities.

### **February 2004 to December 2005 (Contract) - Financial Services Authority (FSA) - Senior Project Manager**

- Managed the project initiation process for the Mandatory Electronic Reporting system (MER) as part of Integrated Regulatory Reporting (IRR). MER covered a number of regulatory returns including Deposit Taking (Banks, Building Societies etc.), Insurance, Investment activities, existing RMAR & MLAR and a number of smaller activities such as eMoney. It will also cover new EU directives for CRD and MiFID. This process covered working with the business to perform a Scoping Study via facilitating workshops and producing a Business Architecture & Requirements definition. MER was designed to be a mixed web based and offline solution utilising XML, XML Forms and Web Services with full Hosting and Managed Services.
- Managed the tendering & initiation process for the Transaction Reporting System (TRS), an outsourced Data Collection service delivering Markets data and Product Provider (Mortgage and General Insurance) data for regulatory analysis liaising with internal FSA Procurement, General Counsel, Business representatives and external lawyers. This process covered working with the business to perform a Scoping Study via facilitating workshops and producing a Requirements definition and Request for Proposal (RFP/ITT). The procurement process covered Tender evaluations, Supplier selection, Contract negotiation & Contract Schedule definitions.
- Performed the role of Project Assurance / Outsourcing Manager for the Development, Build & Implementation of TRS, which encompassed a Web based solution utilising XML and Web Services with full Hosting and Managed Services facilities including complex business / end user pilot & roll-out and transition and other complex implementation expectations. Also managed additional web testing requirements.

### **May 2003 to February 2004 (Contract) - Proximity London (Web design / Digital agency) - Producer (Project Manager)**

- Managed the specification, delivery and User Acceptance testing of a large Web development / database & mainframe integration including DD, Debit/Credit card processing (JSP / Oracle / EAI / XML / B2B etc) project on behalf of Proximity London for TV Licensing / BBC / Capita; including the co-ordination of outsourced testing via a 3<sup>rd</sup> party testing organisation.
- Managed the Digital contribution to a number Agency pitches. Clients included HBOS, Royal Mail, Eurostar, Rogaine & Wrigleys.
- Managed the specification and delivery of a new Proximity Worldwide Internet site for Proximity London; interfacing with Proximity Dubai.
- Managed the specification and delivery of enhancements to the Proximity Worldwide CMS Intranet site; interfacing with Proximity Brussels.

### **March 2002 to May 2003 - J J Computer Associates - Consultant**

- Selling / Managing the development / implementation of an Integrated Accounts / Payroll and Business Systems solution to small businesses based on Sage Accounting / Payroll products.
- Providing consultancy services on MS Small Business Server solutions and effective exploitation of online capabilities into the small business workplace.

### **July 2001 to February 2002 (Contract) - Proximity London (Web design / Digital agency) - Producer (Project Manager)**

- Managed the specification, delivery and User Acceptance testing of a large Web development / database project

(ASP, MS-SQL Server) on behalf of Proximity London for TXU Energy.

### September 2000 to June 2001 (Contract) - Stepstone (Web recruitment portal) – Senior Project Manager

- Managed the country specific Pan European implementation of the 3-tier (UNIX / NT / Oracle) Siebel CRM delivery programme (covering Process Mapping / Gap Analysis, Installation, Training, Data Migration & User Acceptance Testing into five European countries, and provided Data Migration consultancy support for the remaining project team for all sixteen countries, covering Data Mapping, Data Extract, Data Cleansing, Data Enhancement and Data Migration and Data Load.

### March 1999 to September 2000 (Contract) - Bull Information Systems - Project Manager

- Managed the country specific Pan European implementation of COLT Telecommunications 3-tier (UNIX / NT / Oracle) end to end service delivery programme (covering Process Mapping / Gap Analysis, Installation, Training, Data Migration & User Acceptance Testing (utilising CITRIX)) on behalf of Bull into three European countries, and provided Data Migration consultancy support for the remaining project team for all ten countries, covering Data Mapping, Data Extract, Data Cleansing, Data Enhancement and Data Migration and Data Load.
- Managed the delivery of the Data Retention services project for Marsh (Insurance / Re-Insurance) on behalf of Bull as part of the risk aversion programme covering continued access to legacy data in the event of data failures of the downsizing the mainframe computer systems to UNIX.
- Managed the Risk aversion project for Channel 4 Television on behalf of Bull covering the delivery of an alternative managed solution interfacing with a 3<sup>rd</sup> party solution provider in the event of failure of the downsizing of the mainframe computer systems to UNIX.

### July 1998 to March 1999 (Contract) - Arrow Electronics - Programme Manager

- Managed the delivery of the Year 2000 correction programme for Arrow Electronics (Electronics Distribution) computer systems, covering mainframe, mini systems, and desktop processing.

### January 1997 to July 1998 (Contract) - Bull Information Systems - Project Manager

- Took Technical lead role on the Sales campaign for the provision of an outsourced Testing & Trialling facility on behalf of Bull for Eastern Electricity's government de-regulation programme.
- Managed the provision and initiation of the outsourced Testing & Trialling facility on behalf of Bull for Eastern Electricity's government de-regulation programme.
- Took Technical lead role on Sales campaign for the provision of the Year 2000 correction programme on behalf of Bull for Eastern Electricity's mainframe systems and eventually managed the delivery of the Year 2000 correction programme on behalf of Bull for Eastern Electricity's mainframe systems.

### November 1990 to January 1997 (Permanent) - Rand Information Systems - Programme Manager / Senior Project Manager

- Rand Information Services Limited was a leading Software House specialising in Application and Data Migration.
- Managed a number of simultaneous Application Migration / Data Migration projects (each £500K - £5M) all managed by subordinate Project Managers, with total staffing levels of up to 40. This position also encompassed the task of starting projects that were designated as technically challenging, or one involving a client that is known to be difficult to deal with, the aim being to get a project under control and then eventually handing the task over to a Project Manager. Clients included NPI (Pensions) – process and data migration, Norwich Union (Pensions/Insurance) – call centre adoption and huge data migration and cleansing requirement using Trillium, ITT London & Edinburgh (Insurance), Provident Personal Credit (Finance), Manweb (Utilities) & Farnell (Electronics Distribution)
- Contributed to the Application for BSi Quality Accreditation and review.
- Management responsibilities included Budgetary control (including interim and final bonus awards), Staff recruitment, Staff assessment, Staff development, Project auditing, Project archiving and Marketing (Sales) support including Proposal preparation, Bid management and Risk assessment.

**Education:** HND Computer Studies

2 A' levels - English, Art & Design

7 O' levels

#### Vocational training:

Report Writing, Communicating in Groups, Effective meetings, Presentation skills, Time Management, Interviewing techniques, Staff Appraisals, Negotiating skills, Problem / Issue management, Basic Sales techniques, Proposal Preparation, Bidding for and Managing fixed priced projects, Honeywell Systems Division Project Methodology, Rand Information Systems Project Methodology, Bull Project Methodology (Mosaic), Prince/2, PMI / PMBOK. Programme Management (MSP), ITIL, Data Protection, SSADM, Business Analysis.

#### Professional Qualifications:

Managing Successful Programmes (MSP) – Practitioner – 2008

PRINCE2 – Practitioner – 2007

PMI Project Management Professional (PMP) – 2005

ITIL – Foundation – 2007

#### Personal details:

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#### Interests:

Music, Walking, Gardening, DIY