Dave Parratt

**Management Consultant - Portfolio/ Programme/ Project Management**

IT/ Business Change Project Execution – Client-facing, Delivery-centric Project Management

New Product Launches

Business Transformation

Client Management

Platform Migration

Data Migration

Loan Management Solutions

Online and Mobile products

International Offerings

Stakeholder Management

Process Modelling

Process re-engineering

Facilitation

* Delivery-driven IT & business change project manager
* 35 years’ experience of change management in financial services involving many Tier 1 banks
* Client-facing roles in most delivery and consultancy assignments
* Managed infrastructure renewal and platform migration projects, including data migration of up to 15 million customers
* Successfully delivered internet-enabled offerings and a new mobile application
* Experience of both Waterfall and Agile (Kanban) delivery methods
* Successfully delivered change working in the supplier, change and client parts of organisations

**Key Career Accomplishments**

* Launched the AA Credit Card with the Bank of Ireland. This necessitated setting up a full customer recruitment and servicing capability in branches, contact centre, online and mobile offerings
* Launched the Post Office and AA Loans products with the Bank of Ireland
* Launched 3 Commercial Payments products in 4 countries in Mainland Europe with Barclaycard
* Managed the Implementation Workstream as part of the HBOS to Lloyds Banking Group migration
* Launch of the Tesco Club Card PLUS on time and budget and receiving glowing commendations from Lord McLaurin, the then Chairman of Tesco

**Professional Experience**

July 2018 – Jan 2019 Head of Analysis & Consultancy Welcom Digital

Heading up a team of Business Analysts and consultants in a well-established loan management solutions provider based in Harrogate.

**Nov 2016 – June 2018 Management Consultant Sovereign Health Care**

Working with an FCA-regulated cash plan provider to transform the business through a technology platform re-engineering. Establishing robust core platform performance and providing new platforms to develop a web-enabled offering accessible through multiple platforms.

May - Nov 2016 Management Consultant Whitecap Consulting

Working with a successful market intelligence company to review their Business Operating Model and technical infrastructure to optimise their profitability and effectiveness.

Aug 2015 – Apr 2016 Loans Programme Manager Bank of Ireland

Managing the programme to launch two new loan account products in a new joint venture with The AA. It was a browser-based application process and the responsibilities included managing many third parties, with outsourced operations and fulfilment. Achievements included;

 •Expedited the documentation and approval of product requirements

 • Documented and maintained the emerging Functional Solution Document

 • Introduced close control of key third party suppliers to secure a timely delivery

 • Developed and maintained Implementation checkpoints and cut-over plans & calls to ensure delivery was on schedule.

**Oct 2014 – Sep 2015 Cards Programme Manager Bank of Ireland**

Managing the programme to launch four new credit card products in a new joint venture with The AA. The browser-based only application product had a mobile servicing capability. The responsibilities included managing many third parties, some offshore resources and a budget of over €5M.

**July 2013 – Oct 2014 Implementation Project Manager TSYS Managed Services**

Project Managing the delivery of a contact centre operation to support a new card launch for Virgin Money. Achievements included the improvement in project governance including the clarification of delivery scope and the implementation of a formal change control process. Initiation and development of a Balance Transfer/Money Transfer Fraud Management application using agile techniques.

**Oct 2011 – Apr 2013 V.me Digital Wallet Project Manager Visa Europe**

Project Managing over 40 members of the Proposition & Product Workstream including Product Owners and the User Interface Design, User Experience testing teams and those involved in developing the scheme operating regulations for the V.me by Visa digital wallet. The development was exclusively developed using agile methodology, the first time deployed in Visa Europe.

July 2011 – Sept 2011 Implementation Project Manager Lloyds Banking Group

Managing the Implementation Workstream of the Operational Reconciliation assurance processes of data related to 31M accounts and £216BN of value migrated from the HBOS systems to the Lloyds Banking Group’s platforms.

**Previous Experience**

Apr 2011 – June 2011 Migration Programme Manager Tesco Personal Finance

Mar 2010 – Jan 2011 Commercial Payments Senior Change Mgr Barclaycard

Sep 2009 – Jan 2010 ATM Project Manager Wincor-Nixdorf

May 2008 – Mar 2009 Programme Manager/Consultant Barclays

Jul 2007 – Apr 2008 ATM Managed Services Programme Manager VocaLink

Apr 2007 – Jul 2007 VAU Project Manager TSYS

Mar 2007 Card Services Project Manager LloydsTSB

Oct 2006 – Feb 2007 Business Change Project Manager Barclaycard

LogicaCMG

Oct 2005 – Oct 2006 Portfolio & Relationship Manager Barclays

Mar 2005 – Sept 2005 Business Change Project Manager LloydsTSB

Apr 2004 – Feb 2005 Card Services Consultant Saudi Arabia

Oct 2003 – March 2004 Business Change Project Manager LloydsTSB

Mar – Sept 2003 Euro Consultant Dept For International Development

Nov 2002 – Feb 2003 Lead Consultant for Chip & PIN Card Services

July 2002 – Nov 2002 Business Change Card Services Project Mgr LloydsTSB

Sep 2001 – Jun 2002 Communication Manager Barclays

Dec 2000 – Aug 2001 Euro Programme Manager ING

NatWest Bank

1996 – 2000 Internal e-Services Consultant Banking

1988 – 1996 Project Management Roles Card Services

1976 - 1988 Retail Banking roles

**Education & Certificates**

Associate of the Institute of Consulting and Certified Management Consultant (CMC) with the IMC [www.iconsulting.org.uk](http://www.iconsulting.org.uk)

Project Management: IS Development Process, Microsoft Project, Prince and Prince II project management courses, attained ISEB Project Management Practitioner qualification.

Internet/e-commerce: Intranet site visit to Cisco, Corporate Intranet Forum, Intranet Address Registration Authority Conference.

ONC in Business Studies, ‘A’ Levels in Accountancy and Economics. Six GCSE ‘O’ Levels

**Personal**

Based in Harrogate but available to work throughout the UK.

Interests:

* My wife and I have five children, two grandchildren and enjoy supporting their interests and activities
* Enjoy going to the Gym and watching sport
* Keen on motorcycling and most forms of motor racing
* Qualified as a member of MENSA with an IQ of 149
* A performing member of Pannal Players pantomime group.