

Contact

07968 592639 (Mobile)
james@amecie.com

www.linkedin.com/in/james-loader-5b69b01 (LinkedIn)
www.amecie.com (Company)

Top Skills

Complex Project Management
Financial Services
Planning Budgeting & Forecasting

Languages

French

James Loader

Digital Transformation and Programme Manager delivering complex transformations across all sectors.

Maidenhead, England, United Kingdom

Summary

Results-oriented Programme Manager with 15+ years in overseeing and delivering complex initiatives and proven expertise in strategic planning, team leadership, and stakeholder collaboration to ensure the successful execution of projects.

Proven ability to lead and manage the full lifecycle of diverse, high-value, multi-year programmes, ensuring successful delivery within scope, time, and budget constraints. Skilled in risk management, regulatory assurance, and implementing new results-focused cultures at a high level backed with process improvements to enhance operational efficiency. Adept at navigating challenges and driving difficult projects to successful completion. Known for fostering a collaborative, energetic, nurturing, work environment, building strong teams, and ensuring high-quality project outcomes. Eager to bring natural leadership and project management skills to contribute to the success of dynamic and difficult initiatives.

Experience

Phones4Business

API Consultant

November 2023 - December 2023 (2 months)

Surrey, England, United Kingdom

Delivered Technology change to small niche company reducing the spend of their costs for Voice Archiving by 30%, streamlining administration, and creating a new product sales opportunity for account managers.

Cintriq

Programme Manager

July 2023 - October 2023 (4 months)

Switzerland

Recruited to remediate the level of risk in Regulatory non-compliance for Arxada's HR Operations in Switzerland. Directed a global project team

to tackle challenges in Workday's configuration. Identified and resolved issues concerning employee salary payments, vacation accruals, and the management of shift workers.

** Significantly increased regulatory compliance by resolving issues, creating new governance structures, and communicating with the business.

Dyson

Operations Programme Manager

November 2021 - June 2023 (1 year 8 months)

Malmesbury, England, United Kingdom

Defined and Implemented the Infrastructure Remediation Programme to reduce the level of high impact risks discovered in an external audit for the Dyson Group. Risk across the global on-prem estate was 'high' and valued at £8M/day. One view of estate did not exist.

** Reduced the risk from £8M/day to £2M/day by reducing both likelihood and impacts:

- Increased visibility of server estate from 40% to 100%, and created new CMDB
- Implemented reduction of the 88% of on-prem servers that were at EOL (hardware and OS) to 10% using HPE Greenlake.
- Put in place Migration to GCP/VE of 2000 key servers
- Upgraded 200+ SQL Servers and reduced the 94% that were OOS to 0%
- Migrated Petabytes of live data from 2 of the 4 on-prem old SANs, to PURE Storage
- Re-engineered with Commvault, an untested DR solution and provided proof of service readiness
- Re-configured the SD-WAN removing old links the reliance on SPOFs
- Led Accenture in reducing PII data issue in SAP that was being tracked by the Board

Procured new suppliers. engaged with existing suppliers (Google, Microsoft, Deloitte, HP, Infosys, Commvault, and Accenture) to support the transformation of 64 core systems and a further 200 applications, 373 environments, 200 SQL servers and migrate 2800 server images to new Hybrid IAAS. Delivered a new CMDB tools to CIO by combining data from disparate data pools (SNOW/Stratazone /ServiceNow/+)

Engaged Disaster Recovery, Business Continuity and network teams to enhance resilience and recovery. Defined and rolled out all new underlying

supporting global processes. Supported application 6R assessments.
Implemented 3rd party support controls and finance measures.

Systems :

- ERP/CRM/Order to Cash via S4 HANA, SAP CRM/PO/PI/BW/BO/BI/TREX/Redwood, Magento, Salesforce, Workday, Service Now, SNOW (plus over 200 applications)
- 3PAR/Nimble SANs
- Power BI and VB scripts and Power Apps.
- Google Cloud Platform (GCP)/Google Cloud VMware Engine (GCVE)/Salesforce/Azure/AWS

SSE plc

Cutover Manager

October 2020 - November 2021 (1 year 2 months)

United Kingdom

Onboarded as Cutover Manager for SSE's CPR programme to install UMAX as the Billing and Customer Management System.

** Successfully delivered 3 cutovers across the regulated Industry Dataflow in support of the UMAX solution and SMETS2, and reduced risk of cutover failure for go-live by 30%.

Defined the cutover strategy and established a Release Management team overseeing four releases. Recruited and formed the team, engaging in executive-level interactions and reporting. Conducted Business Continuity planning throughout cutover periods. Communicated with regulators and the market, providing detailed information on risks and recovery strategies.

- Acted as Programme Director for two months during a hiatus
- Identified risk and set up a critical Data Readiness team to reduce risk at data migration.
- Introduced new collaborative methods for service integrators and suppliers to improve relationships
- Defined missing governance including release documentation and impact heatmaps.
- Set up team of 20+ data specialists to reduce outstanding accounts, and clean data in preparation for Migration.
- Implemented new reporting tools to improve visibility for progress reporting to the senior leadership team.

HLPartnership

Solutions Consultant

January 2020 - October 2020 (10 months)

Brought in to advise and support the development of a new internal Sales and Office management system for Mortgage and Life Insurance Products, replacing the old and in support of more efficient business processes. Utilised API, MSSQL, REACT, JSON, and Bootstrap as the core stack and for data management, reporting and mapping, using SQL.

** Successfully advised on best practice for development of new solution

Legal & General Investment Management (LGIM)

Senior Infrastructure Programme Manager

July 2019 - December 2019 (6 months)

London, United Kingdom

Specifically recruited to reduce risk of re-occurrence of failure in LGIM's server and network stack and report progress to Financial Regulator.

** Successfully brought the IT estate back to contracted service levels and within IGIM's operational risk appetite whilst updating the FCA.

Oversaw the relocation of services to the primary data centre and conducted failover testing on all applications, restoring them to agreed limits and putting in place strategies to reduce the impact of any future failures. Reported this progress to FCA.

Formed and onboarded a new team, crafted detailed Business Continuity Planning (BCP) documents, across the company, and established robust budgets and financial structures. Redesigned the Business Continuity and Crisis Management solution, ensuring compliance with regulatory reporting to entities such as the FCA, PRA, and BoE. Directed strategic activities focused on strengthening LGIM Continuity, Disaster Recovery (DR), and infrastructure.

- Initiated and led a regulatory-sanctioned remediation programme following a severe outage in April 2019.
- Managed various third-party contracts and maintained full financial oversight of the programme budget amounting to £2M.
- Delivered a change programme exceeding £3M, transitioning Business Continuity from IT to key business areas.
- Advocated for a significant mindset change to fully embed Operation Resilience across the organisation.

- Established a new team under the Global Operations Director to oversee all Resilience and Recovery activities.
- Developed a new Target Operating Model (TOM) supported by intuitive 'eLearning' programmes.
- Created a Crisis Management TOM, approved by the Board and deployed across the business.

Custom Insurance & Mortgage Solutions

Head Of Development

April 2017 - June 2019 (2 years 3 months)

Exeter, United Kingdom

Contracted to supply new digital Order-to-Cash CRM solution for Life Insurance and Mortgage products, transforming existing Sales processes to increase efficiency and profitability.

- Led the development of new solution, utilised ASP, Javascript, Auth0, API, and NODE technologies. Collaborated with CIMS' management team to define design parameters for new business process software and Integrations into 3rd party products (voice/telephony/postoffice/insurance)
- Managed the back end configuration and rollout of hardware, software stack and Data Lake and delivered a fully functional solution in excess of expectations.

Introduced new system merging 20 separate local solutions and databases into one solution. This has reduced lag in sales processes by 35% and increased profitability by 15%.

easyJet

Project Manager

March 2016 - March 2017 (1 year 1 month)

Luton, United Kingdom

I supported the rollout of a new HR system (Workday) across easyJet, and in support of their 13,000 employees.

** Managed the successful cutover of easyJet to Workday, with key integrations to their finance systems, and reduced risk of failure by identifying and resolving potential issues in key European Countries.

Working under Deloitte, I managed the cutover of each stage of the rollout. Investigated and ensured that the complexities of EU member states were

accurately reflected in the Workday configuration, facilitating a single payroll system in compliance with EU Law.

- Supported the integration with existing payroll systems, managing ETL data into/out of Workday/Payroll.
- Supported the successful documentation, redesign, and delivery of interfaces and operational solution :
 - o for Spanish Ground Handlers
 - o across the user estate.
 - o engineering teams.

Capita

Programme Director

April 2006 - December 2015 (9 years 9 months)

Programme Director for a Capita Consulting from 2006 to 2015.

Roles undertaken :

Programme Release Manager for the DWP PIP programme.

** Rolled out successfully in June 2013 to UK Citizens, with 15 new physical sites, with 100+ recruited and trained specialist staff for DWP stakeholders. Size : £5 million.

Programme Director for Capita Insurance Services on the Marsh Contract. Spent three years managing two specific programmes: the merger of HSBC brokers into Marsh; and the LMPR Marsh-driven programme to deliver standard benefits across the globe, working closely with both our UK and offshore sites. I identified and setup the delivery of a £5-10 million benefit programme. Size : £30 million.

Programme Director for the de-merger of Abbey from Santander to Resolution.

** Delivered a highly complex and visible de-merger Transformation programme in a regulated market, and included the TUPE of departments, business change initiatives, ITIL process management, as well as all the IT and infrastructure. Particular challenges were FSA regulation, contract and service continuation, union discussions, resource and logistic issues. Size : £25 million.

Programme Director for the Capita Group Data Centre consolidation project.

** Defined and delivered a new DC build. End to end - inc the supplier selection and contract negotiation.

Managed Migration of 60+ data centres to fully tri-angulated Tier-4 site(s).
Managed the day-to-day budget (£6 million). Delivered a new data centre infrastructure offering a totally new virtualised solution, with new service offering definitions. Included business change in defining all Data Centre support processes and procedures (following the ITIL guidelines for best practise in IT Service Management) and methods of operation and Standard Operating Procedures (SOPs).

Programme Manager for a specialist procurement activity for Birmingham City Council.

** Presented a pathway £8 million saving package to the council leader.

Salesforce.com

Principle Consultant

2005 - March 2006 (1 year)

Primarily responsible for the delivery of global projects for salesforce.com

- * Project Management of key projects from conception through to delivery.
- * Responsible for running large (4 day) Business Process Review meetings to collate full understanding of current processes and requirements
- * Writing the Report of Findings for multiple customers
- * Configured, setup and deployed Salesforce for multiple customers (including global) and provided advice and support for integrations and API.
- * Responsible for the turn-around of projects
- * Aiding in the design and delivery of unique methodology and business processes.

EDS

Programme Director

July 2001 - January 2004 (2 years 7 months)

Responsible for the management of all major commercial projects within the e-Solutions CRM Practice.

Roles :

SKY - Based on customer site for 2 years as the Development Manager and Delivery Manager (two roles) and a key part of management team for a litigious CRM Transformation Programme.

** Transformed infrastructure, Billing (Arbor), Legacy, middleware and data warehousing from Mainframe and AS400s. Responsible for managing relationships with 3rd Party suppliers (inc Chordiant, IBM and BT).

** Successfully managed the delivery of the second stage of a £120 million project, including implementing and managing a new project structure : new key milestones, risks, and reporting mechanisms and improved communications within a multi site organisation. Introduced a retrospective PM2 structure to the project. Managed the complete re-visiting of requirements, validating them with business stakeholders and re-engineering process where suitable. Managed and responsible for BPR validation of over 1000 use cases and JAD meetings.

** Direct reports of 80-100 staff (180 team) across seven development teams including partners such as Deloitte, Anderson, IBM and PWC across a multi site operation.

DWP - Part of the bid and management team for the Empower DWP tactical CRM procurement project rolling out to some 70,000 users. Defined a new structure to this project taking into account current governmental IT Strategies. Directly involved in product selection and maintaining relationship with the Affinity Partners and CRM suppliers (Chordiant, Siebel, Peoplesoft etc).

** Headed up , resourced and ran the programme to produce a key strategic CRM / infrastructure product procurement paper [£2 million] for the Department of Work and Pensions on behalf of EDS / IBM / PWC. This work was completed on time, presented to Alistair Darling MP the head of the Department of the Work and Pensions Dept. and was essential in the restructuring of the DWP announced 2004.

Digital Channel Partners

Programme Manager

August 2000 - July 2001 (1 year)

Ran a successful project team delivering multiple ecommerce projects to FTSE100 companies.

* Successful delivery of multiple projects with split location teams using Websphere, Vignette, ATG Dynamo, integration, security and LAN/WAN infrastructure. Budgets - £5million + each

* Full lifecycle approach from a client-facing role to business analysis, CRM strategy, process management and change management.

* Key achievements include a European portal and BMW multi site implementations. Budget - £2.5 million

Business Europe

VP Projects - Project Director

June 1999 - July 2000 (1 year 2 months)

Responsible for the full life cycle implementation and management of a £10 million global project.

* Defined the strategy for, designed the process for and then implemented a CRM contact centre for the support and development of the customer base of this new company.

* Corporate Project Director with full responsibility for the development and setup of the project. This included the infrastructure as well as the project team, which in turn ran multiple projects and project teams mainly in an SI and development environment. As well as running the BusinessEurope.com setup project, also ran the setup of integrated websites for The Scotsman and Sunday Business newspapers.

* Was trusted to take on a long-term acting CTO and Design Chief Role whilst staff were replaced

Sony

European Network Services Manager

June 1996 - June 1999 (3 years 1 month)

Initially recruited for knowledge of Frame Relay to manage IBM rollout across Europe. Responsible for all pan-european intra-Sony projects. Including the management and expansion of European IT & Voice infrastructure.

* Key member of the Strategic Sony Global Voice and Data network and infrastructure committee, tasked with re-negotiating contracts with suppliers and was able to save over £10 million. Created, issued and managed the ITT and supplier selection process.

* Implemented the Internet, Intranet & Extranet strategy, created the first fully 'service led' internal network operation with unique chargeback process. Initiated the first European contact centre in Sony.

Education

Marlborough

· (1980 - 1985)