



Russell O'Callaghan

Program/Project Manager

Experienced in change delivery, especially the use of data and technology to meet multi-million business goals for customer relationship/value management and IT infrastructure programs/projects. Firm believer in proportionate governance to establish and maintain clear sight through program/project reporting and attentive management of risk. International experience working onsite, hybrid and remotely with geographically displaced teams. Delivery focussed and adaptable to any given methodology waterfall or agile.

Major Employers/Clients



Project Management Expertise

- Business Cases
- RFI, Due Diligence and Supplier Selection
- Detailed Project/Governance Planning
- Stakeholder Management and Reporting
- RAID Management
- Budget Management
- Delivery Status Tracking and Reporting
- Dev, Testing and Release Management
- Operational Delivery and Acceptance Planning

Business Expertise

- Banking – Retail/Commercial
- Telecommunications Fixed and Mobile
- Customer Marketing and Value Management
- Management Consulting
- Cyber Security Concepts
- Golf Club Management
- Motor Insurance
- Television Advertising Scheduling
- Event Administration and Events

Skills

- Program/Project Management
- Client Engagement Management
- Business Analysis, Process Mapping
- MS Office, Sharepoint
- Dormant technical skills SQL, Unix.

Experience

2021- 2022 Bank North - IT Program Office Manager

Contract – was PMO light, focus on delivery of 3 specific projects within the IT workstream, IT regulatory submissions, Board document repository and Cyber Security Roadmap.

Achievements:

- Regular preparation and delivery of bank Mobilisation reporting for IT
- Preparation and delivery of IT related regulatory material required to attain full banking license
- Cyber Security Strategy Roadmap development and governance scheduling
- Board document repository due diligence

Responsibilities:

- Mobilisation tracking and reporting of IT projects to Change Management Forum and ExCo - Milestone RAGs, Workstream RAID, qualifying narratives
- Cyber Security Roadmap planning, management, tracking and reporting to Change Management Forum, ExCo and Risk – high level roadmap, RAID and detailed 3 month lookaheads
- IT resource planning support and IT policy/process documentation.

2020 –2021 Volunteer Services Overseas - Database Manager/Project Manager

Permanent – management of donation processing and campaign management support with major emphasis on project managing BlueVenn marketing platform delivery.

Achievements:

- Ongoing operational delivery of donation processing and campaign management support
- Advancing BlueVenn (Campaign Management Platform) project with significant inhouse data transformation effort into UAT
- Gift Aid Project sourcing of historical Gift Aid data for external analysis

Responsibilities:

- Day to day donation processing and campaign management support
- BlueVenn project management – supplier management and inhouse technical resource management, project planning and tracking, stakeholder reporting
- Gift Aid project support
- Line management of VSO Database team members.



Outside of Work Interests

- Travel (definitely broadens the mind)
- Photography (all the gear half an idea)
- Hill walking (not climbing)
- Golf (scratch once upon a time)
- Skiing (haven't died yet)
- Wine (volume probably ahead of quality)

Volunteering Experience

- Photos4Charities (a new endeavour)
- Golf Club management
- Golf tournament volunteer recruitment and management (exhausting but rewarding)
- Junior Golf Coordination (very, very rewarding)
- High Performance Golf Committee and Junior Selector

Contact Details



russell.ocallaghan@fangfosse.com



+44 776 776 7650

Education

University - Bachelor of Science Computer Science (1989 UWA)
Other Accreditations – PRINCE, Software Engineering (OU)

Experience...

2019 Unilever (thru Section 8) - Project Silver IT Change Request Manager

Contract - Project Silver was a significant "spreads" business divestment program with IT change requests across global teams based in LATAM, Europe, Asia, AUSPAC.

Achievements:

- *Liaised with multiple Project managers on change request status/progress producing summary reporting weekly/fortnightly*
- *Managed Product Pricing change request, a major piece of work that was more business oriented than technology.*

Responsibilities:

- *Maintenance of IT Change Request Log (up to a 100 concurrently active CR's)*
- *Change Request Log summary reporting*
- *Sourcing of product pricing from global opco's for transfer to new owners (Upfield)*

2018 IASO Partners (part of Rapier) - Chief Technical Officer

Contract - IASO Partners provide low profile high impact consultancy to UK blue chips on customer strategy and marketing via data driven insight. IASO developed a customer insight platform capable of tracking customer segmentation and behaviour changes over time to not only inform current behaviour but also future behaviour and strategy.

Achievements:

- *SaaS pricing model and development plan for Customer Insight Platform*
- *General C-Suite level input to ExCo*
- *Operational delivery of **Habitat** customer insight, campaign management reporting with PowerBI dashboard prototyping.*
- *Customer Marketing capability review for **easyHotel***

Responsibilities:

- *Customer Insight Platform development and operations management*
- *Client consulting support (**Argos, Habitat and easyHotel**)*
- *ExCo participation*

Other Career Experience

2017 **WindTRE, MTN, VEON** (thru CogniCus) : Customer Value Management Consultant (contract)

2015-2016 **Mount Lawley Golf Club**: President (voluntary)

2012-2014 **GolfWA**: Policy & Administrative Assistant/ Volunteer Manager/State Selector (permanent)

2002-2008 **MBNA, Vodafone, Co-operative Financial Services** (thru Sophron Partners/CACI): Engagement and Program Manager/Senior Consultant (contract)

1998-2000 **first direct**: Y2K Project Manager/Systems Administration/Network Support Manager (contract)

1997-1998 **Belgacom** (thru Datapoint): CRM Consultant (contract)

1995-1997 **Trustees Savings Bank**: CRM Consultant (contract)

1994-1995 **Colonnade Insurance Brokers**: Information Systems Manager (permanent)

1989-1994 **first direct**: Developer/System Architect (contracted/permanent)

1987-1989 **Town & Country Building Society**: Developer, Project Leader (permanent)

1986-1987 **TVW Channel 7**: Analyst/Programmer (permanent)