

# Cole Stephen Pearson | Project Manager

cole\_pearson@pineapplepeakconsulting.com | +44 7707917479 | www.linkedin.com/in/ColePearsonProfessional

## Profile

I am a highly motivated, well experienced IT Project Manager with a history of delivering on high profile, high budget, multi-stakeholder global programmes of work within a number of industry areas. I am highly qualified and adaptive to my environment having executed software development projects as a Scrum Master and infrastructure projects with Prince2 of various scales. With a keen eye for improving existing process, I often implement changes where possible to continually bring progression and efficiency advances to my working environment.

A strong strategic planner with excellent leadership skills and a dynamic career behind me, I use my full range of organisational, analytical, and creative abilities to successfully deliver large, multi-faceted projects in line with long-term visions and objectives. My attention to detail means that I meticulously maintain project governance documentation and schedules to ensure clarity and transparency.

With a strong technical background, coupled with my work ethic, dependability, and having risen through the ranks in IT technical and managerial roles, I bring a unique skill set to any employment, gaining trust, and building relationships throughout the business and with this ensuring not only my career is successful in the role but the role responsibilities are fulfilled beyond expectations.

## Key Skills

Prince2 Project Management

Agile Scrum Master Experience

Team Leadership

Stakeholder Engagement

Multi-level Reporting

Policy/Procedure Management/Improvement

Communication

Handling Escalations

Performance Under Pressure

Supplier/Vendor Management

ITIL Enthusiast

Project Governance/Documentation

Organisation and Planning

Risk Mitigation

Attention to Detail

Windows Server

Microsoft Office 365 & EMS

Microsoft SQL Server

Virtualisation

SAN Storage

Microsoft SharePoint

Active Directory

## Qualifications & Training

ITIL v3 Foundation

ITIL Service Strategy

ITIL Service Transition

ITIL Service Operations

ITIL Operational Analysis and Support

ITIL Continual Service Improvement

Prince2 Practitioner

Agile Scrum Master/Product Owner

MSP Practitioner

Querying Microsoft SQL Server 2012

Implementing a Data Warehouse with

Microsoft SQL Server 2012

# Career History

## *Drax Group (Selby/Northampton/Ipswich/London)*

### Information Security Project Manager (August '17 - July '17)

Drax Group holds a unique attack threat with its place in the UK and National Critical Infrastructure. It is also required to remain compliant with ISO27001, PCI, NIS-Directive and NIST. I was brought into the business to work on a multimillion pound corporate technical transformation programme spanning 4 individual businesses. The programme was spawned from the imminent GDPR and good practice of improved Cyber and Information Security principles. The programme was based around the implementation of Microsoft's Office 365 and EMS product suite offerings, among other tooling partners, to consult the business on its route to an Identity Driven Security strategy. The project operated at a group level working closely with newly developed strategic partnerships to achieve the programme goal of raising the business' capability and maturity from 0 to 3/3 and 1 to 3/5 respectively. For most of the projects, a standard process of Use Case Definition, Design, Implementation, Pilot Testing, was followed, delivering cutting edge security tooling to the business' Cyber Security team, Risk and Compliance department, Physical Security team and IT Operations teams.

Outside of the original scope, we also pioneered growth and development of the business' VC strategy, introducing Skype for Business and Surface Hubs across the group with training to encourage new thinking of collaboration, implemented an overhaul of the physical security systems with fresh licensing and maintenance contracts with a new strategic partner and rolled out Windows 10 to enable the latest security measures with ATP reducing the AV footprint of third parties.

Throughout the 12 month programme, we influenced and established new policy, new licensing, new tools, new ways of working, and new strategic partnerships to bring the business to the forefront of security. We paved the way for the business to take advantage of its new position within the UK as one of the largest security programmes and adopters of M365 licensing.

## *Wates Group (York)*

### Project Coordinator (June '17 - July '17)

I temporarily joined an existing in-flight project to migrate over 3000 users and mailboxes to MS O365 and establish the foundation on which the migration would be based. I was responsible for the planning, documentation and tracking to get the project across the line. The role included working closely with the wider project team, project manager, business analyst, engineers, team managers and users to coordinate efforts and schedule over 3000 employees. I was involved with fault fixing from the testing of scripted processes, tracking progress and moving a team deskside engineers around the UK. The project spanned multiple platforms and user competencies

## *Custerian (Warrington/London/Southampton)*

### Project Manager (November '16 - January '17)

Forming a part of a global programme management team I was tasked with multiple critical projects across the regions as part of a client's large business transformation programme. The programme was a substantial offshoring challenge breaching numerous areas of the client's business and requiring all aspects from Legal and HR to Premises and Facilities to be probed, investigated, and managed appropriately in a politically complex organisation.

I implemented a tailored Prince2 approach, creating the necessary governance and reporting elements, and a SharePoint environment to host the data; This included global programme plan, reporting templates and schedules, RAID documentation and key milestone recognition. I led a number of projects and project teams through requirements gathering, feasibility, planning and into implementation stages. Part of my role was to regularly travel to client locations and maintain key relationships with business directors and deliver regional and global updates to all stakeholders.

## *Dell Inc. (Limerick, Ireland)*

### Scrum Master/Technical Programme Manager (July '15 - August '16)

I spent 13 months working for Dell and held several software development and delivery project and programme management roles. Here I supported the project team's day to day work streams by effectively planning the Sprint Log work items, allocating tasks, and ensuring the success of each sprint through regular reporting and issue

resolution. This allowed the team to consistently deliver on many projects in parallel, working on critical product data applications utilising .Net and Java front end GUIs and MS SQL and Oracle database back ends, being involved from feasibility assessments, through design and sizing, to dev., test, and release.

I managed the team and its effectiveness by leading them through Agile Scrum ceremonies such as daily Scrum meetings, sprint planning, retrospective and review sessions, acting as an escalation point for issues and blockers. I ensured we were always on track to complete and deliver on our sprint commitments and managed the hour and dollar budgets for that of my team and wider projects. Through regular reporting, on numerous aspects of the projects, to Snr. Management and Director level, I kept relevant stakeholders up to date and satisfied with my team's and the project's progression.

In a programme management capacity, I led a multi-million-dollar global reach development programme to improve our warranty offerings and coordinated 40 downstream interlock teams in their projects to ensure a successful and quality development and deployment. I also put myself through Agile Scrum Master and Product Owner training courses to continue to improve the team's, and Dell's, transition from Waterfall to Agile.

### *Oriium Consulting (Wetherby)*

#### **Project and Resource Manager (December '14 - July '15)**

Working as a client facing project management consultant I worked for clients as a project manager to their predominantly data backup related projects. These projects would include software configuration and infrastructure build aspects. I liaised with clients, working remotely or visiting site, to gather requirements, plan, manage scope creep, report when defined and act as a point of escalation where necessary. I would arrange technical resource and see projects through to satisfactory sign off. I worked on multiple customer projects in parallel including a large national rollout of data backup technology.

I also worked on internal projects, to continually deliver improvements where possible to existing process and services, including introducing ISO27001 to the company, bringing additional structure to existing support teams, expanding the company's service portfolio and expanding our hosted data centre to double in size.

### *EMIS Plc (Leeds/Bolton)*

#### **IT Project Manager (July '14 - December '14)**

Tasked with managing the department's internal IT projects; infrastructure and business change, with some involvement in software development projects, I worked on a number of projects in parallel adhering to Prince2 methodology. I worked across the full end to end spectrum of project management from business case to early life support working across multiple departments to ensure full understanding of changes was realised. Regular reporting was delivered to ensure progress was monitored appropriately and stakeholders we're informed every step of the way.

In 6 months I delivered on multiple projects including the build and implementation of a Microsoft Data Warehouse, ISO20000 accreditation, datacentre MS SQL 2008R2 to 2012 Always-On upgrade, contract to introduce our services remotely to Isle of Man and an £11m contract to design, procure, build and install a dual data centre setup to host our services in Gibraltar, including a bespoke support model.

#### **SQL Database Administrator (August '13 - July '14)**

#### **Hosted Operations Central Manager (July '12 - November '13)**

#### **Hosted Operations Shift Manager (December '10 - July '12)**

#### **Hosted Operations Analyst (February '10 - December '10)**

### *Intechnology (Harrogate)*

#### **Service Support Analyst (June '09 - February '10)**

#### **IT Support Coordinator (October '08 - June '09)**