

RAY DERKACZ

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Profile

I am a professional programme manager with particular experience in managing IT and product development portfolios. I have worked in many different industry sectors, most recently in Insurance, Central Government and Mobile Telecommunications. Building on a solid background in IT where I developed excellent analysis, management, communication and consultancy skills, I progressed into wider ranging cross-functional programme and project management roles.

I am experienced in managing multi-million pound programmes and have extensive knowledge and expertise in project management methods and techniques including RAD/Agile. I have implemented standard practices for a number of clients through the provision of consultancy and skills transfer training. I have received full accreditation as a project manager through a scheme approved by the Association of Project Managers.

I can also offer good line management experience (recruitment, appraisal, coaching and counselling) having managed both systems development and project management teams.

Achievements

- Management of the launch of an insurance start-up.
- Management of the technical delivery programme for the re-launch of the Businesslink.gov.uk web site.
- Management of the programme of activities to launch a mobile internet ISP and portal.
- Management of the product development portfolio for a mobile telecoms company.
- Establishment and management of an operational team responsible for the supply of SIM cards and numbers for a mobile telecoms company.
- Project management of the re-branding of a mobile telecoms company.

Areas of Expertise

- Programme Management
- Project Management
- Business Analysis
- New Product Development
- Web Systems Development
- Information Systems Development
- Contract Negotiation & Management
- Standard Practices

Key strengths

- Good inter-personal skills
- Ability to engage with all management levels
- Problem solving and analytical skills
- Practical application of methods and standards
- Delivery focused
- Line management

Head of Products and Services
Department of Trade and Industry, Small Business Service

Contract

Jan 03 to Jan 06

As a member of the management team tasked with the launch of the Businesslink.gov.uk web site, was responsible for the development of products (tools and applications) on the site from initial concept through to post-implementation review. Key areas of responsibility were:

- Evaluation and selection of outsourced IT supplier
- Management of a team of product and project managers
- Establishment and maintenance of the product portfolio
- Set up and management of a product development process
- Overall planning and budgeting for the product development work stream
- Delivery of the product portfolio to time, cost and quality constraints through the management of outsourced development team (BT Global Services)

Programme Manager
NTL Ltd

Contract

May 02 to Dec 02

Reporting directly to Networks Director, had specific responsibility for establishing an on-going "business as usual" programme of work to address capacity requirements for NTL's broadband network. This involved setting up all processes, systems and relationships covering:

- Forecasting of sales of cable modems
- Determining required network enhancements
- Planning rollout activities
- Managing rollout projects including:
 - Co-ordination of central and regional resources
 - Ordering and stock management of new equipment
 - Scheduling of network outages

Programme Manager
Genie Internet - Mobile ISP & Portal

Permanent

Jun 99 to Sep 01

Responsible for coordinating all activities required to launch Genie in the UK as a BT Cellnet service and subsequently to further develop the portal. Had particular responsibility for all hardware and software development and on-going operations although other activities such as marketing and content acquisition were supervised as part of the overall programme.

In May 2000, following BT decision to develop Genie into a global offering, took on a different Programme Manager role which included the development of a Marketing programme framework and the management of the Mobile Banking Programme - a partnerships with 5 major UK banks to provide mobile banking services.

Programme Manager
BT Cellnet (Now O2) - Cellular Network Operator

Permanent

Dec 95 to Jun 99

Reporting to the Core Services Marketing Manager, had responsibility for delivery of the Product Development programme and key Marketing initiatives through a team of project managers. The role included the co-ordination of the Marketing and Product Development programmes with other functional programmes (e.g. IT, Network, Customer Care, etc.) and agreeing priorities in line with business objectives. A key responsibility was to chair a cross-functional committee for the review and approval of product development phases from concept through to launch. Personally managed some of the major projects such as the introduction of the Cellnet First loyalty scheme and the re-branding of Cellnet to BT Cellnet, the latter being a multi-million pound project covering all areas of the business.

SIM & Numbering Manager
BT Cellnet (Now O2) - Cellular Network Operator
(This role was carried out in parallel with above)

Permanent

May 96 to Jun 99

Had overall responsibility for all SIM card and Numbering related operational processes and for new developments. Achievements included:

- Restructuring of SIM and Numbering team
- Redesign of operational procedures
- Introduction of additional SIM supplier
- Contract negotiation with SIM suppliers and performance measurement.
- Delivery of SIM Toolkit projects, including banking application for Barclaycard
- Management of National Code and Number Change programme.

Systems Development Manager
Lunn Poly Ltd - UK Multiple Travel Agent

Permanent

Jun 90 to Nov 92

Managed the development of new systems and the maintenance of existing systems, on both VAX and HP platforms. Main projects:

- Travel accounting system
- Management information system
- Airline fares and conditions information system
- Airline ticket and itinerary system

Introduced a structured approach to systems development including the use of contemporary techniques and an upper CASE tool.

Introduced an effective approach to project organisation and control.

Established formal staff appraisals and instigated staff development and training plans.

Senior Consultant
Learmonth & Burchett Management Systems plc - IT Consultancy

Permanent

Aug 87 to May 90

Provided clients with consultancy and training support for the LBMS methodologies, SSADM /LSDM (system development) and PROMPT (project management, forerunner of PRINCE) and for the LBMS CASE tools, Automate Plus and System Engineer. Received full training on all of these.

Major assignments:

- Managed the analysis phase (data modelling and business process definitions) of a large multi-project development for a company in the music industry, utilising PROMPT, the LBMS Structured Development Method and the CASE tool, AUTO-MATE PLUS.
- Directed the implementation of the LBMS Structured Development Method and AUTO-MATE PLUS across the Information Technology group (600 staff) of a leading retail company.
- Carried out a planning study for the implementation of the LBMS Structured Development Method for another leading retail company.
- Assisted a large steel manufacturing company in planning an IT strategy.
- Developed a full set of systems development standards for a large paper manufacturing company.