Curriculum Vitae   Project Manager: Jake Naudé

PRINCE2® PRACTITIONER

Overview

A delivery focused project manager with over ten years experience delivering a range of business change, transformation, technology and training projects. A highly motivated Prince2 Practitioner and Certified ScrumMaster® with a strong track record of achieving deadlines and delivering business objectives and priorities within time, cost and quality. Believes in the importance of building close working relationships to ensure effective change in people, process and technology.

Key Skills / Expertise

- Project Management & Project Delivery
- Leadership & People Management
- Matrix Management & Cross-Functional Team Leadership
- People and Process Change Management
- Stakeholder Management & Supplier Management

- Prince2 Practitioner
- Enterprise Project Management (EPM)
- Software Development Lifecycle (SDLC)
- Training Management & Delivery
- Certified Technical Trainer & SharePoint

Qualifications

- ScrumMaster®   Certified ScrumMaster®
- Prince2   Registered Practitioner
- CompTIA CTT+   Certified Technical Trainer
- TAP   Training Delivery
- MS Office   Master

Project Manager	Transport for London	Permanent	Jan 2014 – Sept 2017

Managed various hardware, systems and software projects in Technology and Data. Accountable for projects from initiation to design and delivery. Tracked and managed project costs. Successfully delivered projects within time, cost and quality. Managed a diverse portfolio of projects ranging in size and complexity from £25K to over £2M.

- Cycle Hire Re-Let Programme – Project Manager on a complex programme delivering significant change in the provision and management of Cycle Hire services in TfL. Responsible for the Contact Center technical cutover readiness of 10 systems, 103 integrated components and a further 43 non-transferred components to validate the transition from old services to new. Liaised with technical teams ensuring that deliverables were met in accordance with project timescales. Attended regular client meetings and assisted with determination of project requirements.

- Performance and Competence System – Project set out to deliver a new Performance and Competence System and significant operational process change. Was brought onto this troubled in-flight project in the final product delivery stage to assess the product/project against contractual obligations and make salvage recommendations to the Programme Board. Engaged supplier and re-built broken relationship. Validated project requirements against contractual commitment in Statement of Work. Facilitated workshops to assess product status and quality against requirements. Performed GAP Analysis and Impact Assessment. Presented options and recommended closure.

- Digital Display Boards – Managed the design, build and deployment of technological advancements to improve the real time information Digital Display Boards and related support services. Enabled improved reliability and availability of service. Upgraded hardware and operating system, improved monitoring security and virus protection. Rolled out hardware into operational areas and coordinated access approvals and scheduling. Deployed 366 upgraded devices to 296 operational locations. Increased Mean Time Between Failures by over 60%.

- Digital Display Board Software – Project Managed the implementation of a software solution capable of capturing and retaining the environment data from the Data Management Cards of digital display boards and using the same software, provided remote control of the Data Management Cards. Coordinated with business Analysts to ensure client requirements were gathered, agreed and prioritised. Enabled the following business objectives: "keeping delivery and service promises", "identifying better ways to do things" and "delivering value-based services".

- Deployed Digital Display Boards – This project delivered precise real time information for commuters in the form of Digital Display Boards to selected Crossrail and London Overground stations. Gained access and approvals in a complex and challenging environment with services transitioning between Abellio Greater Anglia, London Overground and MTR Crossrail. Converted an unmotivated and uncooperative outgoing organisation to cooperate and comply with the production of time-sensitive documentation and approvals.

Project Manager	Transport for London	Permanent	2010 – 2013

Managed various training related projects within the Information Management department. Worked closely with Project Management Office to develop, deliver and embed changes to a bespoke Project Management methodology and business processes. Maintained close relationship with Project Management Office Analysts and built a comprehensive understanding of business processes and terminology. Ensured projects provided value for money. Developed and submitted monthly progress reports. Delivered business objectives and priorities within time, quality and budget.

Training Manager	Transport for London	Permanent	Jan 2009 – Oct 2010

Managed the training aspects of two large transition programmes delivering significant organisational change through a revised business operating model and supported by an enhanced computing platform and training. Drove the implementation timetable and provided regular progress updates to the Senior Management Team. Identified Critical Success Factors for client satisfaction and managed their achievement through the project lifecycle. Successfully trained 4,700 former Metronet colleagues and 11,000 London Underground colleagues ahead of their transition into TfL and migration to a new IT system. Delivered quality end user training and achieved exceptional customer satisfaction scores.

- Successfully managed the training workstream.
- Responsible for resource management, training delivery, stakeholder engagement and board-level reporting.
- Hands on approach at grass roots level to see the solution through from end to end.
- Worked closely with department heads and their delegates to establish delivery plan.
- Responsible for the requirement gathering, scheduling, data capture and analysis.
- Managed a team of 15 trainers and schedulers.

Project Support	London Underground	Permanent	Feb 2005 – Jun 2008

Supported a number of real time information, network and hardware projects established to deliver improved infrastructure across the London Underground Operational environment. The infrastructure improvements laid the foundations for a series of further infrastructure enhancements required across the organisation. Engaged stakeholders and established quality standards and success criteria.

- Managed the configuration and deployment of circa 2,000 mobile real time information devices.
- Successfully implemented infrastructure improvements to over 300 sites across the operational environment.
- Scheduled deployment and training at over 150 frontline locations and 12 head offices.
- Successfully implemented a data network upgrade to circa 40 critical operational areas.
- Managed the surveys and audits of all station CCTV hardware across the London Underground.
- Facilitated the production of training material and scheduled and managed the training.

IT Engineer	London Underground	Contract	Mar 2004 – Jan 2005

Supported the Storage Area Network team building and configuring SAN support servers and high-speed fibre network switches during a data centre transition period.

IT Engineer	London Underground	Contract	1998 – 2002

Worked in various roles in Fujitsu, Logica and ITNet supporting London Underground head office and operational staff on the Help Desk, Migration Team and Project Teams. Supported 7,500 Win95, NT4 and WIN2K users and migrated130 Novell servers to NT4.

Personal Details

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