

DOMINIC MASON B.Sc. (Hons)

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Recent, relevant experience:

- Org-wide data strategy, CRM and ERP delivery lead for FTSE 250 engineering firm
- Finance data strategy and ERP delivery lead for FTSE 250 construction firm
- Multi-service improvement plan lead for outsourced Government services firm

Capabilities:

- Delivering on-time and on-budget for complex organisations
- Leading data strategy across all aspects of EDM - quality, ownership and architecture
- Onboarding and academising organisation to be data-led
- Open-communicator, delivering with a 'whole team' approach
- Delivering digital transformation with mixed methodologies inc. Agile
- Supplier and vendor management to achieve best-value from IT spend
- Experience deploying enterprise cloud platforms for ERP, CRM, FM and others
- Experienced in stabilising and re-platforming legacy IT services
- Customer-centric service redesign and product management expertise
- Service delivery quality backstopped by ISO 20000

Key achievements:

- **Transformation and delivery of enterprise applications:**
I have delivered successful large-scale IT change programmes from inception (or pivot) through to benefits realisation. I do this with a blend of change management capability, process optimisation, user-centricity and data-led strategy.
- **An understanding of the need to translate from organisational needs to value realisation:**
I specialise in providing a change process that meets the business goals of the organisation and the needs of the users. Whether the headline agenda is saving money, avoiding costs, making staff more efficient or incepting stronger customer interactions, I deliver from business case, through design, architecture, and via comms, training and deployment.
- **I lead teams of 20-150+ people and enjoy the staff management aspect of roles:**
I can actively lead, mentor and manage a team and their managers. I can instigate strong governance in difficult conditions, across blend delivery approaches from the fixed and formal, to emergent Agile.
- **A strong understanding of all aspects of IT delivery and the expected ROI:**
My experience reaches across CX, UX, design as well as fundamental infrastructure, applications, data strategy, and IT service management. Again, I am adaptable to business needs, whether highly structured development and deployment controls under audit, or emergent patterns of delivery in DevOps/low code/no code environments. I have implemented full team management and comms environments and believe in shared delivery goals and meritocracy.

Career:

Feb 2019 to June 2020 – Morgan Adv. Engineering – Interim Programme Manager to CE

Delivering ROI for CRM and highly complex ERP programme for this FTSE 250 PLC:

- Accountable for change programme and service improvement plan across 49 ERPs
- Aligning and re-architecting data strategy across major international business units
- Replatformed CRM globally from business case to benefits realisation
- Multiple additional service improvement plans

Notable achievements included:

- Brought global ERP landscape into single, manageable service.
- Delivered and trained-in Microsoft Dynamics 365 CRM.
- Delivered on budget, handing over with full service metrics.

Feb 2018 to Feb 2019 – Grainger – Interim ERP Programme Manager reporting to Group FD

Responsible for turning around transformation for this FTSE 250 PLC:

- Successfully re-architected data warehouse
- Replatformed ERP, CRM and web stack

Notable achievements included:

- Landed ERP transformation leading to stability for £multi-M investments
- Delivered crucial service rationalisation as part of benefits realisation
- Delivered on time and within budget.

December 2016 to Feb 2018 – Ingeus – Interim Digital Programme Manager to Global CIO

Responsible for rapid transformation of all digital services, the role:

- Led the 40-strong team managing digital transformation
- Replatformed citizen-facing Health, Employability, Justice and Skills services
- Managed divestment of 12% of the group business
- Implemented service improvements to ISO 20000 standards

Notable achievements included:

- Led the development of an IT strategy and delivery plan through exec
- Chaired the global cloud strategy board and the digital design authority
- Unified 3 IT departments into 1 agile, digital delivery function
- Unified BI and MI strategy
- Reduced project costs by £1.2M, reduced BAU IT costs by £3M
- Delivered on time and within all target budget envelopes

Jan 2016 to Dec 2016 – Bristol City Council – Interim Director of Business Change reporting to CE

Responsible for an annual ICT budget of £25m, 119 FTEs and digital/IT stream of a £112M programme of change, the role:

- Led the team managing ICT and Business Change and promoted strategic use of ICT
- Led and managed major strategic change in ICT services and systems
- Stopped 34 zero-value business projects of over £8M cost

Notable achievements included:

- Led the development of 2-year strategy, T.O.M. and service improvement plan
- Led the integration of 5 IT departments into 2 digital service functions
- Reduced team headcount by 20% and ICT costs by over 25%
- Managed six core applications out of crisis mode inc. ERP and case management

Oct 2015 to Feb 2016 – Wemanity UK — Interim Director

Working with Wemanity's European clients in their London offices, utilising principles of Lean Startup and Agile software development. Partner manager for IBM, Microsoft, and Google.

Notable achievements included:

- Credit Suisse - Working in the QA team re-platforming 50 business critical apps
- HotelBeds - transforming product development using agile and DevOps
- ABInBev - sweating their £1m monthly advertising spend via Lean Startup

Sept 2014 to Oct 2015 – Unboxed Consulting — Lead Consultant

Consulted with corporate and Government clients on digital strategy. Delivering digital products for major clients and the UK Government.

August 2013 to Sept 2014 – ClerksWell — Lead Consultant

Delivering ClerksWell's productised, SaaS SharePoint and Sitecore offerings. I was the Microsoft partner manager. My accounts included: First Great Western, Christie's, Civica, PPF and Capita.

Nov 2012 to August 2013 – DONATE — Interim Technology Director

Interim Director on DONATE platform, working closely with providers such as Vodafone/Just Text Giving, PhonePayPlus, Velti, Barclaycard and Mastercard. My small team rapidly delivered this mission-critical platform to a great reception from the UK charitable sector.

Oct 2011 to Nov 2012 – LINE Communications – Interim Head of Mobile

Worked closely with the digital strategy team at Jaguar Land Rover to sell in and manage mobile app development platforms across UK, US and China. Sat on the JLR Digital Strategy Committee.

Sep 2005 to Nov 2011 - Haizum Consultancy – Owner

Owner and Director of this digital strategy agency. Worked on programmes of work with Telenor, Carphone Warehouse's Opal Media, Sun Microsystems, Endemol and Belgacom. I created a digital entertainment product for KFC and 3.5million units were distributed in the UK. I sold in and delivered the EasyBits' games product within Skype to over 6M players. Other clients: Activision, PepsiCo, Bertelsmann, Turner, EMI, Unilever, RSPCA, Atos and Konami.