

**YOUR NAME**

Your House No., Your Street, Your town, your Postcode, Your Country  
Tel: Your no. (M), Your No. (H), eMail: [you@hotmail.com](mailto:you@hotmail.com)

**A CONSULTING ASSOCIATE adept in winning and developing major accounts and relationships and in managing very large international projects in Strategy, Customer Service and Operational Review across a broad range of sectors**

**OBJECTIVE: An MD/CEO/COO role in a service sector organisation with a particular interest in those involving NVO**

**1987-Date Byoo Inc**

*T/o £1.5bn, a global operations, technology and review market leader*

**2006-date Client Associate – Rawlinson Pickett**

Re-appointed to Client Associate with responsibility for greatly enlarged Group

- Led Group strategy project, reporting to CEO, to assess market opportunities and development of options to increase Enterprise Value materially over 5 years
- Played a central role in assessing attractiveness of options and developing the equity story with investment banks and the Board of Directors

**Strategy Practice Head**

Promoted to head the 10m+ UK Transport Strategy Consulting practice

- Appointed specifically to grow practice significantly over next two years

**2002-05 Managing Partner, Byoo NVO Singapore**

Promoted to build a substantial NVO practice in Singapore

- Developed and gained adoption of strategy and market entry plans for start up of NVO business securing \$10m seed-corn budget
- Created and owned whole business including hiring management team, developing operations blueprint and deal economics, selecting sites, negotiating contracts, implementing technology solution, employee communications, client relationships etc.
- Designed CRM and Shared Services propositions for North American and UK Transport, Logistics, Supply chain and Wholesale clients
- Appointed as Managing Partner for Asia Pacific Operations, based in Singapore, directly responsible for P&L - £20m capex and £30m opex budgets - and 1250 staff, across region, serving clients primarily in the US (Dow Jones 100) and UK (FTSE 100)

**2000-02 Client Associate – Unity Rail & Cargo**

Promoted to full equity partner and to build the relationship from scratch

- Led numerous assignments sponsored by the Group Finance and Strategy Directors including: Peer Group Analysis and Benchmarking; Strategic Value Analysis and Review of South American Telco Acquisition
- Oversaw an operational budget of c. £85m reporting directly to the IT Director
- Scoped, organised and gave leadership to an IT department of c. 200 staff,
- Managed a programme of approximately 80,000 man days of effort, with six distinct project streams, including Finance, Shared Service, Field Force and Knowledge Management systems
- Planned the integration of two substantial IT departments following the acquisition of a major UK transmission company.
- Grew consulting sales from zero to c. £20m

- 1999           **Office of Byoo Global Managing Partner, NVO**  
Appointed Programme Manager for Head of \$3bn global NVO practice
- Reviewed performance across the top 10 client contracts, supported client service reviews and developed programmes to roll out standard methods, tools and practices globally, resulting in the closure of two unprofitable arrangements
- 1997 - 99       **ES Water Company, Account Manager**  
Promoted to Associate to repair the relationship with a major communications company.
- Led all major projects with IT Director's sponsorship including: Geographic Systems Product Selection, NV Programme Management Methods, Field Force Product Selection.
  - Co-led with Customer Operations Director's sponsorship the team winning major contracts for Field Systems Implementation and NVO.
  - Built revenue from nil in FY96 to £10m in FY99
- Pre-1997       **FR Consulting across a range of sectors in CRM and Shared Services**  
Invited to take a classic consulting career path leading from graduate to senior executive
- Led the team delivering the ITM strategy project for Rollo Stores Group, addressing customer segment profitability and customer experience across all channels.
  - Led the project for a pan-European customer service centre programme for JY Chemicals collapsing 14 administrative centres into 2 contact centres
  - Led a Market Entry Strategy project defining the customer service capabilities which "start-up" comms FM company, RTO, would take to market in Scandinavia
  - Led a Customer Service Strategy project defining the future operational vision of a major Customer Service function for RoRo.

**QUALIFICATIONS**       James Wyatt College, Oxford University, IT, BA (First Class Honours.)

**LANGUAGES**            Fluent English, French & Spanish

**PERSONAL**             Italian. DOB 03/08/69 Married with two sons. Willing to travel  
Hobbies include: Classical Music, Opera, Tennis & Golf.