**Richard A Bayfield BSc CEng PMP MIET**

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Example Projects: [www.richard-bayfield.com](http://www.richard-bayfield.com)

I come from a strong **project delivery** background, with a 12-year career at **IBM Consulting** and latterly **IBM Security**. In this role I delivered complex transformation and delivery programmes across financial services, public sector and retail. I currently operate as an **account manager** within **Microsoft,** overseeing Azure cloud migrations, M365 implementations and **service delivery management** within financial services and public sector.

My professional services experience includes - project management, programme governance, scheduling and team leadership. I am a Chartered Engineer and hold a large number of technical certifications. I am actively involved in local user groups and hold a formal volunteering role with The Institute of Engineering and Technology in London.

I am passionate about the work I do. I am detail-orientated and like to foster authentic relationships within high performing delivery environments. I participate in mentoring and give-back initiatives and keep myself active with a number of outdoor interests, including animal photography, motorcycling and kayaking.

**Microsoft - Account Manager - Edinburgh 2022 - Present**

Within Microsoft I work as an account manager, with a client base in healthcare, emergency services and local government. My role involves nurturing customer relationships at all levels, developing new opportunities, strategic account planning, customer advocacy, and supporting the delivery of existing investments and programmes. I have maintained 100% renewals and can demonstrate strong expansion of Microsoft’s footprint on each of my accounts.

* Operating as a trusted advisor, generation of opportunities through consultative selling and vision setting.
* Managing the overall adoption and consumption of Microsoft services (Azure, M365, Dynamics and Power Platform).
* Establishing value propositions with customer framed within their business outcomes.
* Preparation and management of account delivery plans, work programmes and pipeline within CRM platform.
* Chairing monthly service review meetings, fostering cross-customer collaboration, supporting industry events.
* Accountability for service delivery management on accounts and resolution of customer escalations.
* Coordination of sales teams, technical specialists, partners, ISV’s and support teams.
* Scoping of custom consulting and engineering engagements.

**IBM - Senior Managing Consultant / Senior Project Manager - UK Wide 2010 - 2022**

My time at IBM involved working as a Senior Project Manager in both the IBM Consulting and IBM Security organisations. Within the role, I worked predominantly in financial services, retail and the public sector, with additional projects in defence and healthcare. I have been responsible for delivering projects in the areas of data centre migrations, security service transitions, programme test delivery, and software and product development. Inter-personal skills, attention to detail and hard dedication meant that I had a strong track record of delivery.

* Chairing of weekly leadership meetings and steering groups with senior leaders and partners.
* Management of project scope, quality, budget, and plans within waterfall and agile delivery environments. Operating within fast-paced and diverse circumstances, under mixed commercial arrangements (fixed price, T&M etc).
* Managing cross functional teams of up to 35 local and global individuals, including - team organisation, resourcing and structure. Responsibility for motivation, appraisals, personal development, coaching and guidance.
* Creation of programme plans, schedules, estimating models and inter-project dependency analysis.
* Tracking and optimising cost expenditure. Supporting commercial processes such as billing, negotiating contract changes and statements of work. Creation of project mandates, terms of reference and documentation deliverables.
* Management of programme risk and owning registers for assumptions, issues, decisions and dependencies.
* Extensive supplier and vendor management experience - systems integrators, niche suppliers, other LoB’s.
* Formal reporting of project progress through earned value, KPI’s, critical path analysis, financial forecasting etc.
* Establishing and adhering to project governance models, regulatory compliance, best practice frameworks and PMOs.
* Responsibility for managing and deepening client relationships and stakeholders. Development of communication strategies, engagement plans and continuous evaluation of delivery models.
* Managing and leading responses to audit and assurance exercises, including regular engagements with ‘big four’.
* Proficiency in tooling such as ServiceNow, MS Project, Visio, Slack, Trello, Jira, IBM Rational, Quality Centre/ALM.
* Aligning to and assessing security controls and standards such as NIST, ISO 27001, Cyber Essentials Plus.
* Establishing test strategies and processes such as risk-based test coverage, defect management, traceability, reporting.
* Accustomed to frequent travel across the UK client sites (4-5 days per week).

**Network Rail - Business Analyst / Subject Matter Expert - London** (contract with extensions to project completion) **2009 - 2010**

Business Analyst role supporting the organisation-wide implementation of a document management platform. The project had a particular focus on business change, adoption and transformation. Travelling to different sites, I facilitated workshops and ran transition projects to prepare departments for the new target operating model. This included requirements gathering, advice on standards and best practice, demonstrations, benefits tracking, use case development, and communication plans. In addition, I assisted technical teams with technical reviews, scripting, migrations and performance enhancements.

**SAIC - Systems Engineer - Glasgow 2004 - 2009**

Software development and consultancy role, producing document management solutions for EMC Documentum and Microsoft SharePoint. I worked with several major utility and oil & gas clients, leading bids and proposals (RFP, RFI), requirements capture, technical design, development (Java, JSP, XML), testing and training. My projects included ETL data migrations, system upgrades, performance tuning and customisations. My first year in the organisation involved working on a service desk.

**Formal Education**

CEng - Chartered Engineer **2019**

CITP - Chartered IT Professional **2014**

MIET - Member of the Institute of Engineering & Technology **2005**

BSc - Computer Science (University of Strathclyde) **2003**

HNC - Electronic Engineering (Bell College of Technology) **2000**

**Project** **Management Certifications**

* PMP | PRINCE2 Practitioner | Managing Successful Programmes | IBM Profession Certification - Snr Project Manager

**Recent Technical Certifications**

* Microsoft Certified Trainer (MCT) **2024**
* Microsoft Associate - Information Protection and Compliance Administrator **2024**
* Microsoft Associate - Endpoint Administrator **2024**
* Microsoft Associate - Security Operations Analyst **2024**
* Microsoft Associate - Identity and Access Administrator **2023**
* Microsoft Fundamentals - M365 | Azure | Azure-Data | Azure-AI | Power Platform | **2022** - **2023**

 Dynamics CRM | Dynamics ERP | Security, Compliance and Identity

**Additional Certifications**: ITIL Service Management | Amazon AWS Practitioner | BCS Enterprise & Solution Architecture | Software Testing (ISTQB) | BCS Agile Delivery | BCS Business Analysis | PROSCI Change Management | Microsoft MCSA & SharePoint Technical Specialist | Apple - Support Coordinator | P30 (PMO Delivery) | Aiim - Records Management and Business Process Management | EMC Proven Associate | CIW Web Security Professional | CompTIA A+, Network+

**Voluntary Engagements**

* Professional Registration Advisor with the Institute of Engineering & Technology  **2018-Present**
* Social Club Managing Committee Member (avg.55 person weekly attendance, £25k lottery funding) **2022-Present**
* Microsoft EMBRACE Scheme Mentor (Undergraduate student - BAME mentorship scheme) **2022-Present**