

Robert Maguire

www.linkedin.com/in/maguirer 
robmaguire23@gmail.com 
www.robmaguire.net 
678-459-4884 

Business Change Leader and Consultant - 25 years experience working with Global 500 companies
Specialized in Enterprise Technology, Corporate Strategy, Digital Transformation and IT Program Management
Certified Project Management Professional (PRINCE II) and holder of MBA from University of Leeds (UK)
Skilled & engaging communicator experienced working with business leaders up to Executive Board level
Led project / change portfolios to value of \$520M, projects to \$59M Capex and annual budgets to \$47M Opex
Extensive enterprise ERP / CRM / BI & Telecoms experience including SAP, Oracle, Microsoft & Genesys products
Supervised multinational, cross-functional and onsite / offshore teams spanning EMEA, APAC & AMER (up to 150)
Visionary leader, energetic, focused, politically savvy, commercially astute, dependable, pragmatic, high EQ

CAREER HISTORY

Senior Consultant, Payment Card Compliance Program - RGP Consulting **June 21 to Present**

- Led large scale PCI DSS compliance program focused on delivery of payment card services, remediation of security risks and maintaining compliance with PCI DSS requirements including negotiating QSA contract, maintaining global relationships with 8 x card payment processors, managing external vendors and supporting ongoing comms with Hertz' strategic customers.

Interim SVP / Global CX Transformation Lead - Webhelp Group **2020 to 2021**

- Led the transformation agenda for strategic client with global footprint. Accountable for delivering cost savings and increasing value by reducing headcount, improving SLA performance, increasing transactional throughput and driving implementation of IT solutions based on Microsoft Office 365 / Dynamics, Genesys / Nice inContact, Calabrio Teleopti and Amazon Connect.

Senior CX Consultant, Business Transformation / US Expansion - Vanguard Consulting **2015 to 2019**

- Reporting to CEO / COO - Led new brand/product launch and US market expansion for large UK media company supplying hotel chains with branded media products (maps, cell phone apps, brochures etc). Sold concept / business case and negotiated company's first \$7M of contracts with Four Seasons, Marriott, Hyatt Regency, Mandarin Oriental, St Regis.
- Prior initiatives involved increasing operational effectiveness by identifying value opportunities, producing business case and implementing new framework for improving CRM system, data quality and partner qualification, better customer targeting via new KPIs, improving call performance, market / competitor knowledge and developing new app for mobile devices.

Senior VP, Customer Strategy & Program Management - Manchester University **2013 to 2015**

- Reporting to CIO - Accountable for supporting senior faculty in developing new business strategy following withdrawal of government funding for students, plus increasing student engagement/satisfaction & reducing IT operating costs.
- Led a team of BAs, PMs and PMO staff in delivering various projects including implementation of IT / telephony systems, cloud migration of HR system, rollout of student iPads and automation of admissions process into BAU.
- Responsible for all aspects of project delivery including governance, security and risk management, improving relationships with key stakeholders, prioritizing project pipeline and design / delivery of training programs for faculty and admin staff.

Vice President, Customer Data Services Regulation & Compliance - Provident Group Plc. **2009 to 2012**

- Reporting to Chief Risk Officer & Chief Customer Officer – Appointed 14 months into a 2 year plan following the managing consultancy missing a number of critical milestones, risking the regulator taking legal action and fines up to \$50M.
- Accountable for ensuring Consumer Credit Division was compliant with new mandatory government regulations (UK Financial Conduct Authority) and minimum requirements for credit reporting (Experian & Call Credit).
- IT: Microsoft Dynamics AX ERP / CRM, MS Business Intelligence / SSIS, MS Visual Studio, IBM Cognos, Experian Tallyman
- Led a team of business leaders, BAs, PMs, vendors, consultants, lawyers and compliance officers in delivering wide variety of projects (c\$40M CAPEX, c\$10M OPEX). Projects included the following:
 - New Microsoft BI / Data Warehouse System – Requirements gathering and design, onsite / offshore application development, definition of business logic / algorithms for reports, proof-of-concept, testing and implementation.
 - New Contact Centre App: Development, testing and rollout of new web-based app for Contact Centre, Central Debt Recovery and Field Support Teams to view customer statements/notices and support customer queries and complaints. Rollout included phased user training, production of help system/manuals and corporate communications.
 - New Statements & Arrears Notices - New partnership with print & mail vendor, first print and mail of annual statements and arrears notices for 18M customers (29M loan agreements), training of central and field support teams, design and implementation of automated returned mail solution and all related corporate communications.
 - Data Sharing with Experian/Call Credit - Setup of new team to manage credit account information sharing (CAIS) and delivery of new business processes and systems to support resolving data sharing issues and maintain data quality.

PROFESSIONAL EXPERIENCE - CONTINUED

Program Director, Consumer Loans Strategy & Change Management - Provident Group Plc. 2008 to 2009

- Reporting to CMO & CCO – Initially engaged as Senior Consultant to Executive Board - Accountable for increasing operational effectiveness and value / ROI following capital investment to establish a new personal loans brand / business unit.
- Gained board approval to change strategic plan and refocus on stabilizing services, reprioritizing pipeline and delivering high ROI projects. Involved reviewing the business case, re-scoping the program, getting buy-in from senior stakeholders, restructuring budget/resources, re-focusing vendors on revised plan, retraining staff and increasing field sales headcount.
- Subsequently changed roles to lead the implementation and team of Business Analysts, Project Managers and Engineers in delivering new and re-scoped projects throughout 2008. Achieved predicted three-fold growth in sales (c\$10M).
- Projects included: consolidating loan admin processes into new dedicated customer contact center by moving to a streamlined Target Operating Model; automating end-to-end loan sales/after-sales processes (broker lead management, credit reviews/decisions, arrears management); implementing new core infrastructure and contact center apps / services; optimization of field sales 'working day'; re-training central and field service teams and notifying customers.

Senior Consultant, Customer Services / Operational Excellence - Coop Financial Services 2008

- Reporting to Chief Revenue Officer - Accountable for increasing profits in Cooperative Bank and Insurance contact centers by delivering low-cost high-value 'tactical' changes to existing processes and IT systems.
- Led initiative to improve customer data quality and increase revenue from product cross-sell / up-sell opportunities in Coop Bank and Insurance contact centers. Conducted assessment of contact center processes and systems, interviewed key staff members and shadowed customer services staff before producing executive report with recommendations.
- Scope covered c2500 advisors, changes to contact center processes/apps (Oracle Siebel), interfaces and supporting platforms/databases, PBX switches, IVR/ACD/ CTI systems, incoming telephone numbers (DDI) and announcements.
- Recommendations approved by board included new prompts in CRM app, new Inbound DDI Numbers for campaign literature/statements, new data quality announcements in call queues, new options in IVR/ACD menus and changes to IVR call routing (based on sales potential). Additional revenue of c\$19.5M plus operational savings of c\$5.2M per year.
- IT: Oracle Siebel 8 CRM, Oracle BI Enterprise, Avaya IVR & CTI systems, PBX: Nortel Meridian 81c, IBM System P Servers

Program Director & Portfolio Lead, Credit Card Programs - Barclays Retail Banking 2006 to 2008

- Reporting to Executive VP of Barclays Retail Banking (Credit Cards) - accountable for developing IT strategy, improving quality standards, ensuring projects deliver on time / within budget and achieving projected benefits / ROI across the portfolio.
- Led a \$520M change portfolio and team of 24 BAs/PMs. Required to develop IT strategy with sponsors, prioritize the pipeline, allocate projects to teams, implement design / financial governance, assist PMs refining business cases, address compliance & HR issues, identify cross-project dependencies, drive process improvements and manage the portfolio OPEX budget.
- Projects included insourcing application development contract from Accenture (\$86M/year), desktop services contract from Getronics (\$44M/year), implementation of Chip & PIN devices to UK branches and refurbishment of Mayfair estate.

Senior Consultant, Global Bid Team (RFI/RFPs for IT Transformations) - Barclays Group 2005 to 2006

- Reporting to VP of Global Bid Team - accountable for developing proposals, budget / resource estimates, conducting cost / benefit analysis and producing business cases for major projects at pre-approval stage (for Barclays companies).
- Wrote the business case and proposal for one of UK's first cloud contact center implementations - for 10,000 staff providing call virtualization, intelligent routing, voice recording and speech recognition (based on Genesys SIP).
- Led variety of other bids included systems integration delivering Argos branded credit cards for Barclaycard joint venture, data migration of Barclays Wealth customer database to Windows platform and new Barclaycard online features and services.
- IT: Teradata CRM / BI / DW; Genesys Enterprise Products; MS Windows Server 8 / Citrix; IBM AIX / RS6000 / WebSphere 7

Program Manager, Mergers & Acquisitions - Shop Direct (Acquisition of Littlewoods FS) 2004 to 2005

- Reporting to SVP of Financial Services - accountable for delivery of IT program to support consolidation of Littlewoods and Shop Direct contact centers. Projects included call routing and performance optimization (transfer of inbound and outbound call services from legacy sites to three new contact centers), implementation of new outbound dialer, office moves to consolidate staff, migration of collections system (to Fair Isaac Debt Manager) and decommissioning of surplus infrastructure.

Program Manager, Mergers Acquisitions & Joint Ventures - Bank of America / MBNA 2002 to 2004

- Reporting to Snr Dir of Projects – led setup of new telemarketing and customer service centre and migration of 1.1M customer accounts to support new product launch (following credit card portfolio acquisition). Also led setup of a new contact centre to support launch of home insurance products (browser / Citrix / VPN solution enabling staff to manage quotes / new policies).

IT Infrastructure Manager, Major Projects - National Bank of Dubai 1999 to 2002

- Reporting to VP of Major Projects – accountable for delivery of various infrastructure projects including retail branch preparation and delivery of new distributed SQL database and branch automation service to all branches in UAE.

QUALIFICATIONS & ACHIEVEMENTS

- Master of Business Administration (MBA) – University of Leeds, UK - 2011 to 2013
- Certified Management Consultant - UK Chartered Management Institute - 2011 to 2012
- Certified Project Management Professional (PRINCE II) - British Computer Society (formerly ISEB)
- SAP Certified - 10 courses completed (currently working towards full SAP Activate Project Manager qualification)