Detailed Resume – Robert Duffy

Personal Details

Name:	Robert Duffy
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Skills Profile

Robert is a highly accomplished and very experienced IT professional with over 34 years of in-depth experience in the following areas:

- Projects / Programme Management & Transition Management (budgets to €30+m)
- Partner Management
- Service Delivery Management & Client / Account Management
- Technology Consulting & IT Service Management Consulting
- Business Development & Strategic Bid Management (budgets to €250+m)
- Commercial and Contract Negotiation
- Software Design & Development
- Business Intelligence / Data Warehousing
- Career Management & Mentoring
- IT Operations Management & Team Leading

Robert is a results driven individual with excellent communication and presentation skills, a natural talent for leadership combined with an entrepreneurial spirit which has helped him consistently deliver successful projects, programmes, services, transitions, solutions and sales engagements throughout his career. These are key skills he will bring to any new role.

Currently Robert is engaged as a Senior Projects / Programme Manager for Fujitsu Ireland as part of the Digital Transformation Services team and is interested in exploring new senior management opportunities and roles.

Education

- Agile Project Management (Foundation)
- Prince 2 Project Management (Foundation & Practitioner)
- ITIL V3 Foundation (Green Badge)
- Henley (IMI) Executive Management Diploma
- Fujitsu Macroscope™ Project Management Practitioner
- Numerous technical, management and inter-personal training courses
- Leaving Certificate

Introduction

Please note this is a detailed Resume/CV; a shorter summary version is also available in the download section of Robert's personal website at http://www.robertduffy.ie if required.

Note on Fujitsu organisation history / names in Ireland

Robert joined DMR Consulting in 2001, which then became Fujitsu Consulting in 2002, Fujitsu Services in 2004 and then Fujitsu (Ireland) since 2009.

March 2016 – Present: Fujitsu (Ireland)

Senior Projects / Programme Manager (Digital Transformation Services)

Fujitsu realigned its Project/Programme Management and Service Delivery Management teams along two service lines, Business & Applications Services (BAS) and Managed Infrastructure Services (MIS). Robert was assigned to the MIS team and asked to work across a number of areas as outlined below. Recently the business line has been renamed to "Digital Transformation Services".

April 2018 – Present: Consulting services provision, Healthcare client, Healthcare sector, Ireland.

Robert is currently providing a number of strategic consulting services to a healthcare client covering a range of areas including:

- Project/programme management services
- Bid / Proposal management services
- Pre-Sales / Business Development & Sales Support services
- Commercial and Contract Negotiation services
- Vendor Management / Partner Management
- Generic IT consulting services (Service delivery, managed service provision, Business Intelligence consulting, career mentoring etc.)

Key Technologies/Skills: Project / Programme Management, Bid Management, Ad-hoc consulting, Commercial and contract negotiation, partner/vendor management

April 2018 – May 2018: Programme Management/Organisational consulting services provision, Houses of the Oireachtas, Government Sector (operational PMO, WRO, Change Mgmt. organisation design etc)

As Robert had previous experience with this client 2016/2017 and understood their strategic and operational challenges the client asked him to help them with an organisational design/model for their operations team to deliver the following:

- PMO/Programme Delivery organisation model
- WRO (Work Request Organisation) organisation and delivery model
- Change Management delivery model

Assigned on a part time basis, Robert consulted with the IT Operations Manager to understand their specific constraints, priorities, challenges, timelines etc. and then over the course of approximately 6 – 8 weeks designed and agreed a new organisational model to meet these requirements. He resourced several teams to go onsite to commence delivery of same and then handed over control to the ongoing programme manager to oversee the establishment of the teams and management of the various work streams thereafter as planned.

Key Technologies/Skills: Project/Programme Management, Client/Account Management, Service Management, Organisational Design, Change Management, Service Delivery

June 2017 – July 2018: Project Manager, Electricity Supply Board, Energy Supply Sector, IVR Software Upgrade project as part of a wider Contact Centre upgrade programme of work

The client was embarking on a national Contact Centre platform upgrade programme including the following key elements:

- Upgrade from an Aspect based solution to a Cisco based solution for the contact centre, delivered by a client managed third party provider
- Upgrade of the Interactive Voice Recognition (IVR) platform and application, delivered by Fujitsu.
- Upgrade of the reporting solution, delivered by the client team (internally).

Robert was instrumental in proposing the proposed EVIP software upgrade project to the client, securing the business for Fujitsu and then ultimately managing the delivery of the project which incorporated key changes for the existing Interactive Voice Recognition (IVR) solution including:

- A move from physical Windows EVIP application servers to virtual servers
- A conversion from a NMS/ISDN based system to a HMP VoIP/SIP based system
- The conversion of all IVR message files from the NMS VOX format to WAV format (A-Law)
- The replacement of the two-way (trombone) call transfer process with a SIP REFER based blind transfer
- The replacement of the CTI (call data) exchange process with a database table based process
- An update to the No Supply General Message update process
- A dialogue refresh process as part of the project scope for all core areas of the EVIP messaging solution
- Moving the caller's CLI STD/area code to DNIS mapping from the Vodafone based service to the new IVR service. The IVR call application type will still be determined by the DNIS.

Key Achievements Include:

- Bid managing the Fujitsu proposal from initial conception through to successful selection
- Project managing all aspects of the Fujitsu EVIP IVR upgrade project from design through build and test to deployment across 3 environments (DEV, TEST and PROD)
- Working with client selected third party in all aspects of integration and functional testing between the EVIP solution and the Cisco call centre solution

Key Technologies/Skills: Project Management, Vendor Management, Service Management, Bid Management, EVIP, IVR, Oracle Database, VMware, Windows, SQL Server

December 2016 – October 2017: Programme Manager, Houses of the Oireachtas, Government Sector

Robert was engaged as programme manager leading a Fujitsu team of consultants and implementation specialists across four key project streams of work (Website design/development, Enterprise Architecture, Data Warehouse/ETL/Data and Business Process Modelling) as part of an ongoing ICT Services Provision contract.

Fujitsu were selected to implement an ICT Services programme of work consisting of 4 defined project streams (Enterprise Architecture, Business Process Mapping, Data migration/ETL and Website redesign/redevelopment) for a strategic government sector organisation. The programme commenced in June 2016 as a foundational aspect of a wider digital transformation strategy within the client organisation. The initial programme manager was replaced by Robert in December 2016 to oversee all 4 project streams and associated resourcing requirements, scheduling, budgeting and supplier management. In addition to the original programme scope Robert was then engaged to provide ad-hoc strategic consulting and advisory services (i.e. Legal solutions analysis, Library Services Market/Solution Analysis, ERP solutions/market analysis etc.) to assist the client organisation with further strategic digital transformation planning and/or solution selection.

Key Achievements Included:

- Iterative / Agile design and development of the new client website via our web partner; 3 distinct releases of increasing functionality were deployed over the term of the project and a new website implemented based on an open source content management technology.
- Enterprise Architecture strategy defined and all "As-Is" business processes were then mapped to their corresponding technology layers (application, network, infrastructure, database etc.)
- Business Process Mapping project defined all "as-is" business processes but also then core "to-be" processes to further aid development of strategic digital transformation plans
- ETL/Data Migration project delivered an ETL framework and monitoring solution to manage the ingestion of data from multiple sources/formats into the new content managed website solution
- Provision of additional strategic/ad-hoc consulting and advisory services across a number of areas led to selection of a new legal solution, formation of a requirements processes to replace the existing library services systems and an ERP requirement process to evaluate options for a new HR/Finance solution.

Key Technologies/Skills: Programme Management, Project Management, Vendor Management, Partner Management, Account Management, Strategic Advisory Services, Windows, SQL Server, Amazon Web Services, Airflow / Python Framework, EA Sparx, Silver Stripe CMS, HTML, Java, CSS

March 2017 to July 2017: Project Manager, Multinational manufacturing client (HQ in Ireland) Security Information & Event Management (SIEM) Implementation

In March 2017 Robert was engaged to deliver a SIEMaaS (SIEM as a Service) solution design, build, test and deployment into service for a multinational manufacturing client of Fujitsu Ireland. The

project also involved isolating the client's in-scope infrastructure environment for the client first, within which the new SIEM solution was then deployed. For security reasons details of the project infrastructure, location, data centres, software etc. cannot be disclosed further.

Key technologies/skills: Project Management, Transition Management (Specific technologies cannot be disclosed)

October 2016 – November 2016: Managed Infrastructure Services Project Manager, Aviareto, Aviation Sector (2 months)

Robert had been involved in the pre-sales / contract negotiation for this successful client opportunity and was then asked to initiate the managed infrastructure service transition project to take it from bid to delivery. Robert then conducted a handover of this project to another project manager to take forward to conclusion because he was required elsewhere for another client project.

Key technologies/skills: Project Management, Bid Management

August 2016 – September 2016: Programme Manager, DEPFA Bank, Financial Services Sector Client

Robert was asked to engage as programme manager in one of our financial services clients to back-fill for the original programme manager who had gone out sick unexpectedly. The role consisted of programme managing a number of application and infrastructure projects and associated sub-contractors as part of an ongoing service delivery team based onsite at the client's offices in IFSC, Dublin.

Key technologies/skills: Programme Management, Supplier Management

March 2016 – July 2016: Strategic Bids – Programme Management Contribution, Fujitsu Ireland

Robert was engaged by the pre-sales teams in the capacity of programme manager to contribute to a number of ongoing strategic bids for customers ranging across Defence, Aviation and Public sectors, contributing to the bid content, assisting the teams with customer presentations and closing contracts where appropriate.

Key technologies/skills: Project Management, Programme Management, Content Authoring

February 2015 – February 2016: Fujitsu (Ireland)
Senior Projects / Programme Manager, Brookfield Renewable Energy Group (Renewable Energy Sector)

Robert was engaged on a strategic customer account in the renewable energy sector for Fujitsu Ireland as a Senior Projects/Programme manager and was responsible for:

- Defining and managing all European projects/programmes within this strategic customer account
- Supporting pre-sales and business development initiatives within scope on this account including contract schedule definition

- Programme managing the implementation of a new European managed infrastructure service for this account.
- Acting as a single point of escalation for all project / change request related items and requirements for the account
- Acting as the single European point of communication / liaison for wider Fujitsu teams on the global account for this customer for all project/programme items within scope

Key achievements included:

- Definition and proposal (requirements, costing, pricing, contracts) of a new European managed service solution for the customer
- Transition planning of the new European managed infrastructure service comprising:
    - Service Desk and associated service request portal
    - Common services (enterprise management, ITL processes etc.)
    - Data centre & hosting services
    - Security services (including SIEM, Endpoint Protection, Endpoint Encryption etc.)
    - Collaboration services (Office 365)
    - Active Directory services
    - Voice and data network services
    - Desktop managed services
    - Programme and project governance services

Key technologies/skills: Transition Management, Change Management, Project Management, Contract Negotiation, Commercial Negotiation

July 2014 – February 2015: Fujitsu (Ireland)
Project Manager – SMBC Aviation Capital (9 Months)

In July 2014 Fujitsu asked Robert if he would also help deliver a strategic project which had run into some issues at that point. This is due to Robert's background in delivery (i.e. Robert has been called upon many times over his tenure at Fujitsu to help retrieve difficult projects and/or situations). The scope of the project was to design, build, test and deliver a hosted infrastructure and transition to a new ongoing 5 year infrastructure managed service. Robert agreed to take over this project as it was a business priority.

Key achievements included:

- Implementation of 2 x data centres (production environment) and 1 x development environment across 3 locations incorporating networks, servers, storage, desktops & laptop image builds / deployments, service desk etc.)
- Design, configuration, testing and rollout of required office IT applications (SQL Server, Exchange, AD, Blackberry, Citrix, Mobile Device Management etc.)
- Design and configuration of new service desk (based on Service Now technology)
- On-boarding of line of business applications into new environment (Flightpath/ICMS)
- Facilitation of data and mail migration (from Lotus Notes to Exchange) from current hosted solution in UK

- Design and deployment of security solution (based on Symantec product suite) for anti-virus, messaging gateway, encryption etc.
- Design and deployment of VOIP and Video Conferencing solution
- Transition from project into operational service / support

Key technologies/skills: Windows, Citrix, Active Directory, VMware, Exchange, Lotus Notes, Service Now, Cisco, Checkpoint, Symantec, Blackberry, Project Management, Client Management, Vendor Management

April 2013 – June 2014: Fujitsu (Ireland)
Fujitsu Partner Manager

As Partner Manager for Fujitsu Ireland Robert was responsible for:

- Leading all strategic and tactical partner programmes within Ireland
- Creating a network of partners to support top line growth and expansion of the Fujitsu offerings portfolio utilising partner solutions
- Working with the Customer Delivery, Marketing, Business Development and Customer Accounts functions to ensure successful governance and delivery of all partner programmes and associated revenue streams

Key achievements included:

- Establishment of the partner management function and partnering strategy, roadmap, hierarchy and key business relationships
- Building the partner business pipeline for Fujitsu Ireland sales teams (approx. €10m+)
- Creating and leading partner focused sales campaigns and solutions based on matching market / customer needs with Fujitsu and/or partner capabilities and offerings
- Establishing focused partner training programmes for Fujitsu (Ireland) delivery and sales resources
- Leveraging wider skills, relationships and capabilities within Fujitsu through partnership engagements to drive revenue within Ireland.
- Developed internal business cases to support partner initiatives and obtained management buy-in / approval as required; influenced go-to-market strategy for Ireland business unit

Key technologies/skills: Partner Management, Vendor Management, Business Development, Solution Development, Technology Consulting

January 2013 – April 2013: Fujitsu (Ireland)
Transition Manager

In 2012 Fujitsu Ireland undertook an internal and external review of existing business structure, practices, customers, plans and culture, resulting in a series of strategic changes and investment in business strategy/structure which required a change programme to be formed and implemented across all areas of the business in Ireland. Robert was asked to manage this programme of work.

As Transition Manager for Fujitsu Ireland Robert was responsible for:

- Leading the "Hiraku" (English translation: Pioneering) change management programme – the most strategic business and cultural change in Fujitsu Ireland's history
- Managing the change process, leading change management and communications initiatives and helping the organisation transition from current-state to future-state as a platform for further change via a long term business transformation programme

Key achievements included:

- Transition of entire business to new operating processes, culture and structure
- Introduction of new communication channels and methods to reach all employees and improve inclusion, integration and two-way communication
- Design and introduction of new multi-level business Key Performance Indicators (KPIs)
- Definition of 'transformation' stream of activities, objectives and plan (24 month view)

Key technologies/skills: Transition Management, Change Management, Project Management

January 2011 – January 2013: Fujitsu (Ireland)
Transition Manager, Projects / Programme Manager, Service Delivery Manager

Robert held a number of roles during this period for various Fujitsu (Ireland) clients as follows:

Service Delivery Manager - Health Protection Surveillance Centre (2 Years), Healthcare Sector

As Service Delivery Manager for the Health Protection Surveillance Centre (HPSC), Robert was responsible for all service provision as part of a multi-year contract, including direct project management and financial management of discrete requirements and provision of an ongoing application management / support service. Key achievements included:

- Scoping, initiation, management and implementation of multiple projects including
    - Business Intelligence upgrades (Business Objects R4)
    - Proof of concepts for alternative single sign on and two factor authentication solutions as well as a Microsoft SQL Server Reporting Services solution.
    - Virtualised infrastructure design, implementation and ongoing support
    - Database management and archiving solutions
    - CIDR software solution upgrades
- Implementation of multiple infrastructure/application refresh and upgrade projects (in context of converting HPSC from physical to virtual infrastructure architecture) including upgrading Windows Server, Business Objects and SQL Server to 64 bit, migration from Windows 2003 to 2008, Upgrade from .NET 2 to 3.5 etc.)
- Innovation and solution briefings: Facilitated regular briefings on technology trends, solutions, wider opportunities for business development utilising proprietary CIDR solution etc. to help keep HPSC management informed.

Key technologies/skills: Microsoft, SQL Server, VMware, RSA, Business Objects, Prince 2, Service Management, Project Management

Service Desk Transition Manager – Bord Gais Networks (9 months), Energy Sector

Robert was responsible for ensuring a successful migration from incumbent providers to new Fujitsu service desk/solution.

Key achievements included:

- Successful transition of operational services and two existing Service Desks (1 internal, 1 external) into a consolidated ITIL compliant Fujitsu Service Desk as part of a new multi-year managed service contract.
- Implementation of knowledge transfer/training, management of a TUPE process (staff transfer and training) and design/implementation of improved request fulfilment solution
- Key historical and current data migration/transformation to new service desk technology
- The transition project was viewed by BGN as 'very smooth' and they were most impressed with the lack of any significant impact on their end users during transition.

Key Technologies/skills: Microsoft Windows, Service Now, UNIX, Transition Management, Prince 2, ITIL, Data migration, TUPE Management, Vendor Management

SAP Design Project Manager – Geith Manufacturing Ltd. (3 Months), Manufacturing Sector

Robert was responsible for project managing the design of SAP Business All-In-One (Discrete Manufacturing best practices).

Key achievements included:

- Management and co-ordination of a SAP implementation partner (Bearing Point) and onsite project team
- Facilitation of series of onsite workshops to iterate/agree requirements and resolve issues
- Production of SAP Business All-In-One design with significant customisations as requested by the client

Key technologies/skills: Prince 2, Project Management, SAP, Change Management

2009 – 2010: Fujitsu (Ireland)
Oracle Business Intelligence Programme Manager – An Post (14 Months), Semi State Sector

Robert programme managed a large Oracle Business Intelligence implementation for a tier 1 semi-state customer (An Post) in Dublin city centre, leading a team of approximately 25 – 30 people comprised of business analysts, functional consultants, technical architects, developers, testers, data analysts and change management resources. At the time this programme was the largest Oracle BI implementation in the State.

Robert was also responsible for the successful bid management of this opportunity which resulted in the client selecting Fujitsu as preferred implementation partner.

Key achievements included the design, build, testing and implementation of:

- Information Management Portal based upon MOSS 2007 technology
- Manpower Management and Quality of Service Reporting solutions based upon Oracle Business Intelligence Enterprise Edition
- Design and Implementation of a Business Intelligence Competency Centre
- Design and Implementation of an Information Governance Council

- Design and implementation of an Oracle data warehouse to support above requirements
- Phase 2 (future projects) requirements analysis
- Delivery of associated Change Management and communications activities
- Design and implementation of associated infrastructure and application architectures
- Vendor/partner management (within the bid consortium)

Key Technologies/skills: Oracle Business Intelligence, ODI, Microsoft SharePoint, OBIEE, Programme Management, Vendor Management, Client Management

2008 – 2009: Fujitsu (Ireland)
Project Manager, Service Delivery Manager, Strategic Bid Manager

Robert held a number of roles during this period for various Fujitsu (Ireland) clients as follows:

Oracle Integrations Project Manager – Doosan Infracore International (6 Months), Manufacturing Sector

Robert project managed a team of Oracle Enterprise Service Bus (ESB) architects and developers in the delivery of approximately 45 integrations of varying complexities across five critical business areas for a manufacturing customer (Doosan Infracore Int.). The project team were based both on-site (at customer premises) and remotely (at Fujitsu offices). Robert was responsible for all aspects of the delivery of project services to the customer.

Key Technologies/skills: Oracle ESB, Client Management, Project Management

Service Delivery Manager – Airtricity (12 Months), Energy Sector

Robert was engaged as a service delivery manager for a Fujitsu customer in the renewable energy sector (Airtricity). The role comprised oversight of all projects and services being delivered to the customer. Fujitsu provided a 3-year managed service (application support), an ad-hoc consulting service and discrete projects as required within the context of an overall services framework agreement.

Key Technologies/skills: Oracle, SQL, Data Warehousing, ETL, Microsoft BizTalk, Service Delivery Management

Strategic Bid Management & Business Development (as required), Fujitsu Ireland

Robert was regularly called upon to manage strategic bids for Fujitsu, comprising of the initiation and management to conclusion of bid team resources frequently including third parties and external consultants. As bid manager Robert was responsible for ensuring all content, legal, commercial, and technical compliance aspects the bids were met, on time and within budget. In addition Robert was regularly involved in pre-sales meetings and activities with customers and took an active part in the creation and selling of Fujitsu service offerings to the Irish marketplace.

Key technologies/skills: Bid Management, Partner / Vendor Management, Business Development

2007 – 2008: Fujitsu Services (Ireland)
Services Director – Offices of the Revenue Commissioners (12 Months), Public Sector

Fujitsu Services were engaged in a multi-year contract with the Office of the Revenue Commissioners, acting as prime contractor in a consortium providing external ICT services and support across a wide range of specialties including application architecture design and development services (Service Object Architecture/Web Services, Enterprise Service Bus, EU Messaging, JEE etc.), testing and quality assurance services across multiple strategic business programmes, ITIL process design and implementation services (service support and service delivery) and security and business continuity management certification services. The entire delivery team comprised approximately 30 to 50 people on average (depending on individual project requirements at the time).

Robert was assigned to this strategic tier 1 account as Services Director with the objective of initiating and ensuring ongoing service delivery in a complex commercial and contractual environment and growing the account in respect of new business development. This is a multi-year multi-million euro account.

Key achievements included:

- Contract and Commercial negotiation with the customer as well as all sub-contractors in the Fujitsu consortium
- Service initiation, governance design and implementation
- Service Delivery Management for entire scope of contract
- Team leadership (Responsible for hierarchy of project managers, operational SDMs, consultants, sub-contractors etc.)
- New business development and Innovation within the account
- Financial responsibility for all projects and services within scope
- Handover of service management to operational team after 12 months

Key Technologies/skills: SOA, ESB, Messaging, ITIL, JEE, Web Services, Forensic Audit Services, Service Delivery Management, Client Management, Vendor Management

2004 – 2007: Fujitsu Services
Associate Director – DMR Solutions Group (3 Years)

In 2004 Fujitsu Consulting and Fujitsu Services merged to form a single global IT Services company, known as Fujitsu Services, providing end to end IT, Business Consulting and Managed Services to clients. Robert was the Solutions Group associate director.

The Solutions Group was responsible for the provision of Infrastructure and Application Architecture Design services on all Fujitsu projects in Ireland. It was also responsible for providing pre-sales and ad-hoc consulting to clients. In his role as Associate Director Robert divided his time between delivery and business development and his responsibilities included:-

- New Business Development
- Project and Programme Management on Client Projects
- Team Leading, Career Management & Mentoring
- Service Offering Development / Service Delivery Management
- Client Management and Strategic Bid Management

Key achievements included:

- Provision of infrastructure programme and project management services for O2 Ireland / Tesco Mobile Ireland comprising design and Implementation of Ireland's first Mobile Virtual Network Environment (MVNE) upon which the first Mobile Virtual Network Operator (MVNO) Tesco Mobile was launched. Project value approx. €30m.
- Provision of Project Management services for O2 (Ireland) Ltd. Including:-
  - Call Trace Solution Design & Implementation, and thereafter multiple Call Trace solution projects (functional enhancements and change requests)
  - Data Migration implementation
  - Business Objects Infrastructure Audit & Upgrade & Business Objects Reporting Solution Design & Implementation
- Provision of programme and project management services for International Rugby Board comprising multiple Web Content Management Project Implementations for different IRB online properties and a Technology Roadmap Design & Implementation
- Joint Microsoft/Fujitsu Business Development for Content Management Services
- Project Management of Strategic Data Warehouse review for BT Ireland
- Strategic Bid Management for Fujitsu tier 1 opportunities (Multiple €30m - €50m+ projects and largest single bid in Fujitsu Services (Ireland) history worth €250m)
- Project management of Microsoft Web Content Management solution for Department of Communications, Marine & Natural Resources

Key Technologies/skills: Oracle, Microsoft, Data Warehouse, EMC, Business Objects, Content Management, Prince 2, Project Management, Business Development, Partner Management

2002 – 2004: Fujitsu Consulting
Management Consultant - Business Consulting Group (2 Years)

In 2002 Robert joined the Business Consulting group which provided various management and business consulting services to clients. Robert focused on the provision of both project management services and IT service management / service effectiveness consulting for clients.

Key achievements included:

- Provision of IT Service Management consulting to deliver an IT Organisation Review and an IT Service Improvement Programme Business Case Definition for An Post
- Establishment of Content Management Services (CMS) team within Fujitsu (Ireland) to develop and sell CMS related services to clients.
- Project Management of Microsoft Content Management Implementation for International Rugby Board
- Delivery of E-learning Tool Selection services for An Garda Síochána
- Project Management of FAS Microsoft CMS Proof-of-concept
- Bid Management and business development across a wide range of clients and sectors

Key Technologies/Skills: ITIL, Content Management, E-Learning, Bid Management, Prince 2

2001 – 2002: DMR Consulting
Principal Technology Consultant -Technology Consulting Group (2 Years)

The Technology Consulting Group was concerned with the project management, design and implementation of appropriate infrastructure solutions and application architectures for DMR consulting clients.

Key achievements included:

- Provision of Technology Consulting and Project Management services for a Strategic Review of Development Architectures & Standards for VHI Healthcare
- Provision of Technology Consulting and Project Management services to Aer Rianta to design and implement 36 Oracle Financials integrations as part of a wider Oracle e-Business programme
- Provision of Project management services for the design and implementation of a new DMZ Architecture for Dublin City Council
- Provision of pre-sales technology consulting across a wide range of clients and sectors

Key Technologies/Skills: Technology Consulting, Prince 2 Project Management, Business Development

1999 – 2001: Guinness / Diageo Ltd.
Integrated Services Manager - Global IS Shared Services (2 Years)

Robert conceived of and created the Integrated Services Management (ISM) function to be a rapid-response unit which could add value through project managing and delivering complex infrastructure and applications related projects across the globe for Guinness seed and venture companies, utilising best practice Service Management and Service Delivery principles (ITIL). This was a radical approach for Guinness which bypassed the territorial / bureaucratic issues normally associated with a distributed IT support function trying to centralize its services and also helped to embed ITIL best practices across the organisation.

As Integrated Services Manager, Robert managed the entire function, resourced projects as required (from internal staff and externally contracted sources as appropriate) and defined the strategy, culture and operating style of the team. In effect Robert was the programme manager for all the project managers working for the ISM function (approximately 10 project managers on average with many more resources per each project team).

Key achievements included:

- Establishment of new ISM function and adoption by Guinness seed and venture companies across the globe as preferred implementation approach, including seeking and gaining approval and buy-in from Guinness management functions across multiple geographies.
- Design / deployment of Diageo European Siebel Apps infrastructure
- Design and implementation of Internet/Intranet hosting standards
- Implementation of LAN, NT and client infrastructures and construction of data centres in Africa, Japan, Australia, Germany and USA
- Implementation of European E-Procurement application / infrastructure

- Provision of Research and Development / Feasibility studies for new technologies to various Guinness seed and venture markets
- Provision of best practice advice and consultancy to Guinness global business and support units.
- Construction and implementation of SLAs and global support policies
- Data Warehouse capacity planning and infrastructure reviews
- Provision of best practice advice/consultancy for implementation of Guinness e-commerce venture (Guinness-Webstore.com)
- Deployment of ITIL based service management and service delivery processes at various Guinness locations around the globe

Key technologies/skills: Programme Management, ITIL, Innovation, Business Development

Role Note: 1997 – 1998
During 1997-1998 Robert held two distinct roles for different parts of the Guinness Ltd. organisation in parallel, managing two different teams located in the UK and Ireland as appropriate. The first role was an assignment (Technology Manager) as part of a global SAP implementation project team for Guinness Ltd. Based in Dublin, Ireland. The second role was as Infrastructure Projects Manager for the central IT shared service organisation in the UK. Robert commuted between the UK and Ireland every week for 2 years in order to service both roles.

1997 - 1998: Guinness / Diageo Ltd.
Technology Manager - Integrated Business Programme (2 Years)
Guinness implemented a single integrated business system across Europe, Ireland, UK and USA locations on SAP Enterprise application technology. As an integral part of the global implementation team (approximately 140 people based in Dublin) Robert held the role Technology Manager.

Key achievements included:

- Management and coordination of all technology integration issues across Integrated Business Programme (IBP) business process streams (Procurement, Finance, Order to Cash, Fulfilment etc.)
- Management and monitoring of systems delivery and service levels from various Guinness IS&T organisations contributing to IBP
- Scheduling of all technical / infrastructure work within IBP
- Definition and management of IBP Technical Support Requirements
- Relationship management (Vendors, Regional support teams, Guinness sites etc.)
- Design, Implementation and Management of IBP development laboratory requirements and operation
- Leadership and management of small technical project team (Approx. 5 resources)

Key technologies/skills: SAP, UNIX, Technology Consulting, Team Leading, Project Management, Service Delivery Management

1997 - 1998: Guinness / Diageo Ltd.
Infrastructure Projects Manager - Global Service Delivery (2 Years)

Guinness Global Service Delivery implemented a new global support structure (including infrastructure, helpdesks, data centres, systems, processes etc.) to meet both Integrated Business Programme (IBP) requirements and other Guinness global requirements.

Key achievements included:

- SAP / Non-SAP Infrastructure projects planning, management and implementations
- Resource (SAP BASIS, UNIX, NT, Oracle etc.) recruitment, selection and management
- Infrastructure architecture specification, design and implementation
- Financial (budgetary) management for all infrastructure projects
- Vendor selection, contract negotiation and relationship management

Key technologies/skills: SAP, UNIX, EMC, DEC, HP, Team Leading, Projects / Programme Management, Service Delivery Management

1990- 1997: Guinness Ireland Group Ltd.
Robert held a number of technical roles within the Guinness Ireland Group during this period as follows:
- 1994 – 1997 Technology Consultant (Technology Services Group)
- 1991 – 1994 Technical Support Manager (Guinness IS&T Department)
- 1990 – 1991 Systems Manager (Guinness IS&T Department)

Key technologies/skills: Oracle, UNIX, IBM, HP, DEC, Alpha, DBA, Project Management, Service Delivery, Team Leading, Technology Consulting

1984- 1990: G. C. Mc Keown & Co. Ltd
Robert held a number of roles within this indigenous software development company as follows:
- 1998 – 1990 Systems Specialist
- 1986 – 1988 Systems Administrator
- 1984 – 1986 Applications Programmer / Analyst

Key technologies/skills: Oracle, UNIX, Systems Administration, COBOL, FORTRAN, C, BASIC, Microsoft Windows, DEC VAX/VMS, RSTS, RSX-11m

Hobbies & Interests

- Open Source Technologies, Web Development Trends and Innovations
- Gaming Technologies and Development Trends
- Cinema & Cinematography
- Reading
- Writing (Fiction, Short Stories, Novels etc.)
- Volunteering (Aged Action, Coder Dojo)
- Travel

References

Available on Request

Contact Information

Robert can be contacted in a variety of ways as follows:-

Website: http://www.robertduffy.ie

Email: rob@robertduffy.ie

Online Contact Form: http://www.robertduffy.ie/contact

LinkedIn: http://ie.linkedin.com/in/robertduffy1

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Summary Resume

A summary version of this resume (for ease of reading) is also available in the Download section of Robert's personal website at http://www.robertduffy.ie