

**Lee Lister**  
**Business Consultant**

An experienced business consultant, with programme and bid management skills, I have extensive experience in large scale business change management programmes and projects. Focussing on people, processes and controls, I have assisted many companies to function more efficiently during periods of business change or the introduction of new IT systems. Using formal programme, project management, change management and process improvement methods as well as staff mentoring, I either work as a trusted advisor, consultant or programme manager. This has given me significant experience in complex, cross functional business and change programmes, sometimes with off-shore teams, or concurrent multiple projects. Having consulted at senior level, with several foreign governments, police forces as well as several major banks, I have an excellent understanding the complexities of stakeholder management in secure and sometimes, demanding circumstances and the associated business challenges.

**Consultancy Specialities**

I specialise in companies that are restructuring, introducing new business environments or those that require my trouble-shooting skills within existing projects or programmes. My unique combination of programme and bid management experience ensures that I can particularly assist companies with the establishment of rigorous new business environments. My skills encompass:

- **Programme Management** and programme set-up, including introducing programme offices.
- **Change Management** including organisational, business transformation, strategic changes, business process outsourcing, the design and set up of business environments and the implementation of new processes and procedures.
- **Bid Management**, bid environment set up, bid preparation, bid evaluation and negotiation.
- **Project Management**, including large projects, cross country projects and presales activities.

**Summary of Skills and Experience**

Qualifications		BA (Hons) Economics - Finance Options HND Business Studies
Management Consultant	25 years	Providing advice and consultancy to clients in Financial Services, Banking, Government, Telecoms, Transport, Leisure and Internet environment. Consultancy in many countries including UK, Europe, SE Asia and USA.
Programme and Project Management	15 years 25 years	Working under high pressure and tight deadlines, including complex projects that involve cross platforms, large multi cultural teams as well as virtual and cross countries teams from several different time zones. Completed several large end to end programmes and projects with budgetary and staff control. Managed numerous projects over 20 years, specialising in business process change. The largest project was \$92m and largest team circa 70 plus numerous subcontracting companies. Managed and mentored staff at all levels including virtual teams. Good stakeholder management including senior director and government official level. Numerous business and technical environments. Programme and project set up, rescue and restructuring. Business case, gap analysis and feasibility studies. Set up of programme offices and programme environments as well as risk, quality, change and budget control. Prince2, PMW, MS Project and Visio.
Bid Management <a href="http://www.bid-manager.com">www.bid-manager.com</a>	13 years	Bid management, design and evaluation of several large and complex proposals including high risk, multi company and cross country proposals, OJEC, PFI and World Bank bids. Have worked on IT, SI and BOP bids in international, government, telecoms and grant arenas. Worked with the World Bank in defining the evaluation and proposal criteria and formats.
Change Management	15 years	Large government changes and private company restructures. Major company reorganizations and major process improvements and restructuring including business process reengineering (BPR) and cultural changes. Extensive experience in business change, business transformation, procedures and methods.

## Consultancy Experience

---

### **Biz Guru Ltd**

**Oct 2007 to Now**

Having had a major operation, I spent some time recovering my physical strength. However I remained mentally strong and I now undertake short term consultancies such as:

- Tender production and small company consultancy to a London Taxi Company.
- Several business plans for companies worldwide.
- Business plans, marketing strategy and functional design for a major new community site.
- Bid Management consultancy for a major systems integrator in the Far East.
- Produced content for the Chicago business community web site.
- Produced several executive CV's.
- Selling numerous training courses and ebooks on Bid Management, Project Management and Business Strategy.
- Bid Management Training in Malaysia and Thailand.
- Set up a publishing company and wrote 15 paperback books – all selling well on Amazon.
- Wrote a third bid management training course.
- Wrote a considerable number of articles that are published world wide.

### **Biz Guru Services Ltd – Managing Consultant /Programme Manager**

**Aug 2001 to Oct 2007**

Having established a USA based business consultancy with 5 staff, I have been travelling between the USA and UK, providing business, IT and bid management consulting to small, medium and large companies worldwide. The consultancies spanned several months and I often worked on a portfolio of several concurrent projects with values of over \$10,000. All the projects were sourced by marketing of my consultancy. Examples of these business, bid management and project management assignments are:

- Change management consultancies to assist numerous small and medium companies define their business strategies, business models, their internal procedures and more efficient working methods and processes.
- Programme, project and bid management consultancy and training worldwide to telecoms, financial and manufacturing companies as well as universities and medium sized companies. This included setting up bid and programme management environments.
- Business start up, planning, development and trouble shooting consultancies to diverse companies worldwide, including assisting many companies establish themselves within the USA.
- Business consultancy to a major, exclusive Thai jeweller to establish a retail environment, business strategy and marketing plan. This jewellery was very exclusive and worn by several members of the royal family as well as wives of senior ministers. The challenge was to tacitly indicate this, market to a very exclusive cliental and make the company accessible.
- Business consultancy to a USA medical company seeking to establish a new kind of treatment centre in California. The project included the design and establishment of the medical facility, advice on the business model and ensuring that their unique business strategy was defined.
- Assisting a VOIP company to establish themselves in Florida. This included the business model, strategy and marketing as well as assistance in the technical platform set up.
- Project management consultancy to numerous small and medium companies including helping companies set up an internet environment.
- Outplacement consultancy services to an engineering company.
- Bid Management training and consultancy to several major telecoms, systems integrators, health suppliers and Universities including Siemens, Thus and Telia.

I am also a published author, writing on business strategy, entrepreneurship, project management, bid management and marketing. I have also written several training courses on project management and bid management. These training courses and books have sold internationally. I closed the USA company when I could not renew my USA working visa.

**Thames Valley Police – Programme Manager**

**April 01 to Aug 2001**

I undertook the definition, development, and implementation of a programme management environment together with clear linkages to constituent plans, strategies and projects. This involved reviewing and refining the strategic planning environment and defining the benefits that would arise from the changes. Investigated all the current police strategies and plans that result in activity, work and projects and coordinate them under coherent change programs. Provided clear objectives resulting in the delivery of business benefits. Expenditure on both development work and the day-to-day provision of services were also realigned. During the consultancy I concentrated on the following activities:

- Statutory, staffing and budgetary obligations, constraints and responsibilities.
- The production of a Central Programme Plan and associated strategic planning strategy.
- Undertaking a high-level analysis of the current business processes and the changes required to work within the new programme environment.
- The processes, procedures and documentation required ensuring the success of the new programme management system.
- The management of risk, change, requirements, issues and dependencies within the recommended programs.
- Support of the existing staff, including mentoring, training and knowledge transfer to enable programme management to be continued after completion of the consultancy.

**SuperBright Ltd – Developing Training Courses and Travelling**

**Dec 00 – April 01**

I spent this period writing and launching several training courses on Project Management and Bid Management. I also took some personal time to undertake several months travelling around the UAE, Asia and Australia; meeting with friends I had met when working there previously.

**Electrolux Sweden – Programme Manager Consultant**

**Sep 00 – Dec 00**

Based in Sweden and charged with designing and introducing a Programme Office into Electrolux Europe. This assignment involved designing a new project methodology and supporting processes and project management tools. The atmosphere was very multi cultural with several major languages and cultures.

**London Underground Ltd –Programme Manager**

**Dec 99 – June 00**

The role was to develop and manage a portfolio of projects aimed at improving LUL's business performance through an effective programme of investment. I took single handed accountability on behalf of LUL for the transformation of a portfolio of proposals into detailed and achievable project plans that met the business requirements that I had defined. The portfolio of projects that I programme managed totalled circa £7m and included many infrastructure and knowledge management projects.

**Mellon Trust Administration- Development Project Manager**

**May 99 – July 99**

Mellon Trust Administration undertook the innovative project for Prudential – egg. They are providing back office unit trust administration for the web based trading environment. I undertook the project management of the development of the electronic interface and the trust administration environment, preparing the environment for a permanent member of staff,

**Norfolk Constabulary - Project Consultant**

**Dec 98 – Mar 99**

Norfolk Constabulary undertook a Pathfinder PFI contract in order to build and manage a new Headquarters. I advised upon and provided the following:

- A review of the PFI project management methods and structures and recommend an effective project methodology based on Prince 2.
- Provide consultancy on project management of a very large project.
- Undertake a Risk Review of the project during the risk negotiation and recommend mitigating processes.
- Produce a decant plan for the Norfolk Constabulary, concentrating on the technical infrastructure.

**Siemens Nixdorf - Bid Consultant**

**Sep 98 – Oct 98**

I was contracted by Siemens to identify, advise upon and mitigate the commercial and project risk elements of a major PFI contract. The proposal was in excess of £400m with Siemens Nixdorf's part being approx. £20m. I consulted upon the bid presentation and production and was in the "red team" that quality reviewed the resulting proposal.

**SuperBright Ltd**

**Mar 98- Sep 98**

During this period, I wrote several training courses and project management articles for publication. I also provided consultancy assistance to a retail outlet that was opening in Suffolk.

**Computer Solutions & Finance plc - Programme Manager**

**Feb 98 – Feb 98**

I undertook a consultancy contract with this VAR, to develop a programme of system integration projects with a major software supplier. Unfortunately, the relationship was not formalized due to contractual problems.

**Barclays Funds Ltd (Barclays Unicorn Ltd) - Management Consultant**

**Mar 97 –Dec 97**

Barclays Unicorn Ltd was undertaking a massive reorganization and re-structuring to become Barclays Funds Ltd, part of Barclays Global Investment, one of the largest investment banks in the world.

I joined Barclays Funds Ltd. to define the business processes for the front office but early in the contract, I moved to undertake the complete operational design of the front office environment. I was also involved with the re-organization and the re-branding of the investment products. A new CRM bespoke software system was being introduced and it was my role to define the business requirements as well as write the training manuals for the staff. My consultancy included recruitment of new staff and their training. I provided consultancy on how to review, define and re write the back office procedures. I then undertook the quality assurance of these back office settlement, fulfilment and customer facing business processes.

**National Westminster Bank plc - Project Manager**

**Sep 96 – Mar 97**

I worked on the Nat West Retail Transformation Programme, investigating the retail reporting architecture with a view to ensuring that it meets the new banking structure and movement away from a paper based environment. This investigation involved work at all levels of the bank and produced a detailed feasibility study and project plan for this very large and complex project.

**Hewlett-Packard Singapore (Sales) Pte - Bid/Project Manager, Large Projects**

**June 94 to June 96**

HP fully utilized my extensive management consultancy and project management experience. I was based in Singapore but worked within SE Asia, frequently travelling on assignments. I was the bid manager for several very large proposals and made significant contributions to several other complex proposals. I also acted as chief negotiator for several large complex projects, advised, and assisted within other projects, as my experience was required. This work has enabled me to work at very senior, company and government levels, including senior representatives of emerging nations. A sample of projects is as follows:

- Bid manager: - for several large Banking infrastructure proposals (>\$US2m), Philippine's social services system (US\$45m), Electronic Road Pricing, Hospital Comms Infrastructure.
- Negotiator - e.g. for a major telecom billing system (\$US42m), negotiating in Philippines, Thailand, Malaysia, Singapore.
- Bid Specifications: tax projects in China, Cambodia. Specialist on World Bank Evaluations
- Project Manager: Sony application upgrade, Malaysian Bank accountancy system, Philippines credit system.

**Panther Services Ltd and Centre for Research and Communication- Philippines  
International Management Consultant**

**Jan 94 - June 94**

During this period I wrote and published a very detailed book on Project Management and wrote and presented a series of lectures on Project Management, Quality Assurance and Contingency Planning.

Whilst working in the Far East I became a recognized expert on preparing and evaluating large World Bank Proposals (infrastructure projects within developing countries). This expertise was acknowledged by an invitation to be the principle speaker at an International Business Development Conference in Washington, USA. I have also consulted at very senior level in several countries.

**International Management Consultant - Philippines Government**

**June 93 - Dec 93**

The Philippine Tax Computerization Project is the largest of its kind in Asia. It involved the total computerization of the Bureau of Customs and the Bureau of Internal Revenue. Open Systems, RDBMS and sophisticated taxation, strategic planning and document management software was required. The value was circa \$90m. Working at very senior level, I was the leader of a group of consultants who planned and managed the very detailed and highly visible technical and economic evaluation, contract negotiations and post qualification. This included devising and implementing the evaluation criteria, leading the evaluation teams consisting of local staff and the writing and presentation of a very complex and lengthy Evaluation Report. I was charged with project managing the evaluation of the bid for the Bureau of Inland Revenue project, the largest and most complex of the two projects.

**Barclays Bank**

**June 90 - June 93**

Based at head office, I set up and managed an internal consultancy for the Finance Division of Barclays Bank. This involved resourcing and managing staff as well as project managing over 20 projects including some cutting edge, confidential and complex requirements. The projects included artificial intelligence, business change, software introduction, desktop refresh and business change.