

JUAN CARLOS FRIETMAN

IT BUSINESS PARTNER | BSC (HONS) COMPUTER SCIENCE

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PROFILE

Accomplished, and dynamic IT Business Partner with 20+ years' experience leading strategic transformation projects across public, private and the care sectors.

I am adept in planning, designing and implementing transformative digital solutions to enhance business efficiency across diverse units. I am highly focused on delivering superior business results, which empower the organisation to make accurate decisions around technology investments that support organisation strategy, growth and operational efficiencies.

I foster successful stakeholder management at all levels, practice progressive mentorship and coaching, and promote key relationships based on trust to leverage effective IT solutions. I am bold in decision making, lead with integrity, and build lasting relationships with the people I engage with. I possess great interpersonal skills and the ability to communicate concisely at all levels. I enjoy motivating and developing a successful and productive team, thriving in pressurised and challenging working environments. The customer is always put first and customer service is what I feel I excel in.

CORE COMPETENCIES

- Accuracy; Attention to Detail
- Leadership
- 0365
- Project Delivery
- Strategy Development
- Motivational Leadership
- Multi-Tasking Skills
- Clear Communicator
- Commercial Acumen
- Analytical Thinking
- Negotiating Priorities
- Risk Management
- Time Management Skills
- Problem Solving
- Innovation Champion
- Business Technology

EMPLOYMENT HISTORY

Achieve together

Transformation Project Manager: March 2021 – Present

- Project Management using Waterfall and Agile Methodologies to implement – IT Service Management Training Program, Office Moves, Telephony Upgrade, Risk Event Management System and 7 major acquisitions (1000+ new team members)
- Creating all Project Management Office plans, risks, and issues (inc mitigation), dependencies, decision making and assumptions logs
- Holding key update meetings with 3rd party suppliers
- Chairing senior stakeholder and SME meetings within the business to discuss priorities and change management
- Timely submission of weekly highlight reports, so projects are clearly viable to progression and the wider management have a clear understanding of stages of the project and status
- Creating Business Cases, PQQ (Pre-Qualification) and ITT (Invitation to tender) bids documentation
- Creating plans, organising resource, and ensuring the client is aware of timelines and ensure all projects are agreed and stay on timeline milestones

Compass Group UK & Ireland

Service Improvement Manager: July 2019 – July 2020

- Responsible for ongoing service delivery lifecycle, focusing on transformation activities
- Managed multiple high-value projects including project management, business analysis, project scoping, documenting risks, hiring and training resources and interfacing with key stakeholders
- Understanding the challenges at two leading UK car manufacturers premises, and high-profile music venues, ultimately introducing enhanced digital solutions and faster speed of service respectively
- Coordinated the delivery of best-in-class technology solutions and support to clients, evaluating their current systems to pinpoint technology gaps, conduct feasibility studies, and prepare project bids
- Responsible for creating, updating and managing individual project budgets to ensure assigned projects attain an acceptable profit margin and returns on investment

- Coordinated the planning, design and implementation of Room Booking and POSM systems at a leading UK Naval Base following conversations with client, 3rd party technical teams and project sponsor
- Developed a tablet-based system to improve the patient ordering system in the health care industry, cleaning accountability and efficiency across some of the leading hospitals in the country
- Assigned team members to projects, managed project details and oversaw the execution of projects from conception through completion
- Managed third party suppliers and vendors, prioritising accurate customer requirements

Digital & Transformation Business Partner: June 2018 – July 2019

- Formal business conduit between IT, specific UK business sectors (Hospitals, Fine Dining, Hotels), clients and consumers, providing robust technology strategy development, solution discovery and risk management
- Implemented strategic planning, business development, and client management across a broad range of diverse and complex business units
- Chaired high level stakeholder meetings and chaired management and staff meetings of all business needs.
- Collaborated and built trusted relationships with customers and service providers, ensuring technology partners were rationalised, optimised and fit for the future
- Directed product roadmaps to meet evolving customer needs, including setting objectives, managing risks, measuring and reporting progress through the early establishment of KPIs and using data to inform all decision making
- Primary IT point of contact to business line executives and managers
- Developed and led the creation of strategic business plans that supported future growth of the business

Senior Server and Messaging Analyst: November 2015 – June 2018

- Developed and directed the support platform for over 50,000 UK based clients using the new 0365 platforms
- Administered, supported, and monitored the support for London and the South East, displaying 24/7 solutions to queries big or small
- Responsible for all security, functional and commercial technology flaws, ensuring the technology in use met all IT policy criteria
- Designed, planned and implemented Wi-Fi Solutions at various high-profile venues.
- Implemented support for security business (VSG based), safeguarding 24/7 operation at all sites
- Initiated multiple technical projects that improved performance and business functionality
- Performed a key role in providing support, dramatically reducing operational costs
- Evaluated, redesigned and installed major enhancements as required

Transformation Project Manager(Office 365, hardware and data rollout): August 2014 – November 2015

- Part of company-wide change programmes across Compass Group, via robust business analysis, systems development, workflow improvement, and infrastructure transformation
- Served as the primary contact for senior management and business stakeholders for London and the South East region
- Key contributor to the worldwide upgrade of mail systems, which included data migration, security policies and rules; Developed and trained staff on new SOPs
- Worked across multiple agile engineering teams and operational teams, comprised of internal staff and external service providers
- Guided all IT employees on implementation plans
- Delivered presentations and written communication to Senior Directors
- Acted as liaison between the business and various operations partners

Project Manager: April 2011 – August 2014

- Implementation of bespoke projects and resources across all levels of the business, directing all facets from initial customer engagement, business analysis and systems development to workflow improvement and infrastructure transformation
- Collaborated with executive management to develop project scope and requirements
- Optimized business processes, in response to benchmark analysis, with the delivery of collaborative and flexible solutions
- Engaged stakeholders to provide project scope, requirements and status reporting
- Led project staff across multiple functions, maintaining milestones and budgets as per the approved project plan.
- Projects including telephony and network upgrade for various large venues and hotels, customer food ordering system at leading hospitals
- Scheduling and amending conflicts of all scheduled work to ensure projects are delivered smoothly and on target.
- Chaired high level stakeholder meetings and chairing management and staff meetings of all business needs

Senior Messaging Specialist: October 2003 – April 2011

- Responsible for ensuring the overall availability and stability of the business messaging system
- Administered and monitored the day to day messaging operations, including security, policies, innovation and patching following the implementation of a new messaging system
- Provided high-level support for a customer base of over 60,000 users spread over 30+ plus nationwide sites, including global headquarters
- Provided strategic advice to improve the current system and offered support materials for the 1st line Support Desk to support the end customer
- Trained other team members to support the function

Project Manager (Messaging) March 2002 – October 2003

- Migration of various email systems following a merger
- Business Case, ITT assessments, hardware assessments, planning and implementation for over 60000 users nationwide
- Provided training materials to aid the implementation
- Engaged with key stakeholders for weekly updates, including Kanban reports and RAG status
- Built and maintained client customer relationships to ensure that quoted project works are kept to a realistic timeframe
- Managed trainee internal project admin team members
- Tested new versions of the messaging systems as required via electronic research and self-learning the system with no training or manuals
- Wrote and published Daily / Weekly / Monthly reports – Issues / Risks and general client reports

Granada Food Services

November 1999 – March 2002

Project Manager: Messaging, Intranet and Security

- Spearheaded the ground-up, interactive design and implementation of the new messaging platform for Granada Food Services, across 6 sites and 2,000 users
- Responsible for leading on various complex projects for the business, including security systems and intranet design, testing and rollout
- Created and published training manuals; Led the training team to support and enhance the customer experience

Health Education Authority

July 1996 – November 1999

Head of Support Operations

- Accountable for the day to day operations of the Health Education Authority
- Managed a team of seven executives, supporting a customer base of over 500 users
- Systems included: SQL, Oracle, and File and Print
- Developed support guidelines and improved systems

PROFESSIONAL TRAINING AND QUALIFICATIONS

- **Oxford Brookes University, Oxford**
BSc (Honours) Computer Science
- **APM Foundation**

HOBBIES AND INTERESTS

- **Fitness**
Marathons; Long/Middle Distance Triathlons
- **Travel**
Cultures; Cuisine; Natural Phenomena
- **Home Improvement**
Remodelling, Renovation

LANGUAGES

- English, Spanish

REFERENCES

- Available upon request